

## Contract Management Essentials

A programme to explore ways in which we can motivate suppliers and manage the relationship after contract award.

### Program outline

- Defining performance expectations of suppliers
- Contractual levers of performance
- The do's and don'ts of service level agreements
- The 'people element' of supplier relationships
- Basic principles of managing suppliers in complex markets

### Benefits to the delegates

By the end of the programme, delegates will be able to:

- Identify the levers of supplier performance management
- Develop practical strategies to improve contractor/supplier relationships

### Benefit to the organisation

The organisation will benefit by having a consistent approach to contract management and ensuring that the appropriate strategies are developed to ensure that value is delivered back to the organisation.

### Duration & Level

1 day. Introduction level program

### Who should attend?

Procurement and vendor management professionals who are involved in managing supplier contracts and relationships