



## Effective Contractor Management in Maintenance & Technical Projects

| Date                | Venues | (\$Fees | Book your seat               |
|---------------------|--------|---------|------------------------------|
| 24 Mar -28 Mar 2024 | Dubai  | 2900    | <a href="#">Register Now</a> |

### Introduction

This highly interactive training seminar will ensure that delegates understand how contractor management will fit in the Asset Management context - how to select the right contractor and contract type which suits your sourcing strategy and how to manage and monitor the results. Further, topics such as risk management, safety-health-environment aspects, partnerships, negotiating, people management (winning the hearts of the people) and applying contracts in a complex project environment (Turnkey contracts, Public Private Partnerships PPP) will be considered.

Delegates will have the opportunity to discuss the existing contracts used in the organization. Through a combination of formal lectures and group work, delegates will leave the seminar with the tools to make contracts and contract management highly effective.

#### This training seminar will highlight:

- Sourcing strategy within Asset Management
- Contract types incl. Service Level Agreements (SLA's) and Design & Construct (D&C)
- Selecting the best contractor – procurement aspects
- Risk management & SHE
- Monitoring & managing performance with Key Performance Indicators (KPI's)
- Negotiating the contract
- Contractor management in a project environment – Turnkey, PPP contracts
- Managing the behaviour of people to get sustainable results
- Continuous improvement aspects

### Objectives

#### At the end of this training seminar, you will learn to:

- Explain the basic elements of effective contractor management and its position within asset management
- Evaluate bids and proposals and choose the right contractor
- Identify, evaluate and manage the risks involved (SHE, performance)
- Manage & monitor the contractor performance in an innovative way
- Develop and negotiate contracts

### Training Methodology

The training seminar will be conducted along interactive workshop principles. There will be a variance of lectures and practical exercises. Experiences from different areas will be discussed. There will be many opportunities for discussion and sharing experiences.

# Organizational Impact

## The organisation will:

- Understand how to execute contractor management in a professional way
- Have basic instruments to apply a variety of contracts
- Be able to assess the risks involved and how to manage them
- Get the best out of your contractors and avoid potential pitfalls with regard to contractor management
- Save time, money and irritation

# Personal Impact

## By attending the participants will:

- Gain understanding and practical insight of effective contractor management
- Improve the level of subject matter knowledge & skills
- Work more effectively by applying the right approach
- Add value for themselves
- Be able to plan and develop a future career

# Who Should Attend?

## This training seminar is suitable to a wide range of professionals but will greatly benefit:

- Operations & Maintenance professionals
- Reliability, Asset & Plant professionals
- All professionals involved in contractor management
- All professionals negotiating, managing and verifying contracts in maintenance & technical projects
- Production & Continuous Improvement professionals
- Contract management teams
- Facility management teams
- Shutdown and Turnaround management teams
- Anyone who wishes to update themselves on contractor management

## SEMINAR OUTLINE

### DAY 1

#### Contractor Management Basics

- Overview of contractor management
- How does it relate to asset management?
- (Out)sourcing strategies
- Risks involved – risk management & SHE aspects
- Grounding the maintenance contract with a Risk Based Maintenance concept – how to keep that knowledge in-house

### DAY 2

#### Contract Types for Maintenance & Technical Projects

- Contracts – basic types

- Contracts – complex types (Turnkey, Design & Construct, Public Private Partnerships)
- Procurement aspects
- Choosing the right contractor
- Monitoring & managing contractor performance – from traditional penalties & rewards to more innovative ways

## DAY 3

### Developing the Contract

- The contracting cycle
- Requirements / service levels, RAMS aspects (Reliability Availability Maintainability Safety)
- Writing the contract
- Periodic evaluation & continuous improvement – vendor management
- Partnerships

## DAY 4

### People Management & Negotiation Aspects

- Implementing contract management
- How to make it work by influencing the behaviour of people
- Negotiating the contract
- Negotiation plays
- Negotiation tactics & tips

## DAY 5

### Final Workshop

In a very interactive workshop all major topics of this seminar will be highlighted and practised in groups. Major topics will be:

- Requirements / service levels – defining what you want
- Tendering process
- Contractor selection
- Contractor management – measuring & managing the performance
- Negotiation
- Evaluation



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