



Maintenance Contracting & Outsourcing Activities



Introduction:

In the competitive environment of today, availability and reliability of assets are more than ever an important issue. A significant trend in maintenance is outsourcing maintenance activities to contractors. Maintenance contracts are being applied as a highly effective way to manage and control the relationship between the service provider and the end-user, both internally and externally. It manages the expectations of both parties, sets out the parameters of responsibility and offers performance indicators.

This course will ensure that you understand how to decide rationally what maintenance activities to outsource and what not, how to select the best maintenance contractor and how to evaluate the delivered performance of all parties involved. You will understand the different contract types, get the most from your contracts, avoid the potential pitfalls and improve the performance of your assets. Maintenance contracts used in several branches will be discussed. You will have the opportunity to discuss the existing contracts used in your organization. Through a combination of formal lectures and group work, you will leave the course with the tools to improve your contracts and contract management. This course introduces participants to the skills and knowledge areas of maintenance contracts & outsourcing of today, such as:

- Developing contracts, the contracting cycle
- Negotiating skills
- Understanding Outsourcing considerations
- Contracting types, including Service Level Agreements
- Key Performance Indicators to monitor performance
- Continuous improvement and performance management

Who Should Attend?

Reliability Engineers, Maintenance Managers, Engineers & Planners, Reliability and Maintenance Engineers, Facilities and Utilities Managers, Design Engineers, Top Level Maintenance Technicians, OE Champions, Predictive and Preventive Maintenance, Technicians & Supervisors, Planners, Maintenance Supervisors, Crafts and Tradesmen, Operations Supervisors, Process Engineers, Inspectors and Inspection Supervisors, Equipment Engineers Team Leaders and Professionals in Maintenance, Engineering and Production, Maintenance managers, reliability and maintenance Engineers, Production Managers, Plant Engineers, Design Engineers, Reliability Engineers and Technicians, Operators, Safety Engineers, Risk Engineers, Safety Engineers and anyone who is involved in Reliability Engineering strategies or methodologies to include design engineers for capital projects engineers, Foreman and Technicians, Mechanical, Electrical and Operational Personnel, Personnel designated as Planners, Key leaders from each maintenance craft, Key operations personnel, Technical professionals responsible for maintenance and repair of equipment, Professionals involved in inspection and maintenance and repair, professionals involved in asset & maintenance management auditing, Quality & Compliance Managers, Lead Auditors & Audit Team Members, Process Controllers, Maintenance Supervisors, Maintenance Planners, Predictive Maintenance Technicians & Supervisors, Materials Management Managers and Supervisors, Service Company Representatives, Asset owners & Asset Managers

Course Objectives:

By the end of this course delegates will be able to:

- Understand how to decide rationally what maintenance activities to outsource and what not

- Learn the features, functions and benefits of lean maintenance contracts
- Understand the different types of maintenance contracts and when and how to apply them
- Learn how to define service levels and monitor the contractor performance
- Learn how to develop and negotiate a maintenance contract
- Recognize the pitfalls
- Understand how to evaluate the delivered performance of all parties involved
- Learn how to implement maintenance contract management

Course Outline:

Outsourcing Considerations

- Introduction to program
- Introduction delegates
- Asset management
- The business impact of maintenance
- Considerations in outsourcing maintenance, what to outsource and what not?
- Activity on asset matrix
- Risks involved

Maintenance Contracts

- Maintenance contract types
- Parties involved
- The tendering process, modern ways of tendering
- Choosing the right contractor
- Costing the service
- Defining Key Performance Indicators to monitor the performance of all parties involved
- Use of Balanced Scorecard with performance contracts

Developing the Maintenance Contract

- Vendor management
- The contracting cycle
- Assemble a team
- Assess, determine and specify the required service levels
- Writing the contract, contents of a maintenance contract
- Implementing contract management, how to make it work
- Periodic evaluation & improvement

Grounding & Negotiating the Contract

- Expectations about availability, reliability and costs
- The extensive preventive maintenance schedule, "tricks" of maintenance contractors
- The seven steps to develop a risk based maintenance concept
- Using the maintenance concept to negotiate more effectively lean maintenance contracts
- Negotiating the contract, negotiation ploys
- Negotiating the contract, negotiation tactics
- Negotiating tips

Final Course

- Development of a maintenance contract in groups
- Defining the requirements and service levels
- Develop the offer
- Selection criteria
- Presenting the bid
- Closing the contract
- Evaluation of results