



Effective Contractor Management in Maintenance & Technical Projects



Introduction:

This highly interactive Contractor Management training course 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 course with the tools to make contracts and contract management highly effective..

This training course 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 behavior of people to get sustainable results
- Continuous improvement aspects

Who Should Attend?

This BTS training course is suitable to a wide range of professionals but will greatly benefit:

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

Course Objectives:

At the end of this training course, 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 Methods:

The training course 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.

Course Outline:

Day One: 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 Two: 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 Three: 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 Four: 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 Five: Final Workshop

In a very interactive workshop all major topics of this seminar will be highlighted and practiced 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