

THE IN-HOUSE TRAINING COMPANY

Service delivery contract management

Overview

In today's economy, the vast majority of contracts are for services. They need special management, on the part of client and contractor alike. This course will help.

This very practical, action-oriented, two-day course is designed to highlight the needs to fully understand the obligations under a contract (in terms of KPIs / SLAs / liquidated damages), the reasons for complying with them, and the dangers of not doing so. The course will help participants understand – and use – new methods and tools for assessing contractual obligations and commercial risks. The role of subcontractors is also considered, particularly as regards ensuring delivery against their obligations.

Learning objectives

By the end of this course, participants will be better able to:

- Develop robust commercial contract plans, responding to scopes of work
- Appreciate the contractual legalities of commercial contract management
- Conduct effective commercial contract activities
- Negotiate effectively with all key stakeholders, making use of the key skills of persuading and influencing, and working with stakeholders to improve outcomes
- Create and manage effective relationships with clients and contractors
- Take a proactive approach to managing commercial service delivery contracts
- Make effective use of lessons learned to promote improvements from less optimal outcomes, using appropriate templates
- Deliver client KPIs and SLAs to provide optimum performance, at lowest cost
- Make appropriate use of best practice commercial contract management tools, techniques and templates

Who should attend?

This course is designed for anyone involved in the management of service delivery contracts, including contract and commercial managers and teams, procurement managers and teams, sales and bid teams.

All those who need to collaborate with these teams will also benefit, including members of operations, engineering, finance, HSE teams, as well as performance managers and support teams.

Course format

This two-day programme can be delivered on-site or virtually.

The expert trainer takes a proactive, participative, and participant-centred approach with an emphasis on the practical application of the tools, techniques and templates discussed. The creation of Action Plans by the participants is a key element in the experiential dimension to all our courses. The learning needs to be embedded into the fabric of the organisation and the trainer uses context-based case studies and other tasks to achieve this.

Special features

The content of this course has been cross-mapped with established competency frameworks and other international standards.

Certificates of attendance are provided on request (for CPD purposes: the programme qualifies for twelve hours, which for most professional bodies translates as twelve points).

The majority of the training we deliver is either tailored or completely bespoke. This workshop can therefore be delivered entirely as advertised, or it can be tailored to your particular requirements, or we can simply take it as a starting point for a conversation with you before we draft a completely bespoke programme for you – the choice is yours.

Expert trainer

Dr Ray Carter, a UK-licensed contracts paralegal, runs his own international training and development consultancy, specialising in procurement. A prolific author, his latest book is on the subject of this programme: *Practical Service Delivery and Commercial Management*. His previous publications include *Practical Procurement*, *Practical Supplier Selection and Relationship Management* (with Sharon Croome), *Practical Contract and Commercial Negotiations* (with Kenny Campbell) and *Practical Contract Management* (with Steve Kirby, Alan Oxenbury and Geoff Kontzle). He has also had numerous articles and papers published in journals such as *Supply Management* and the Centre for Advanced Procurement's *Praxis* publication. Ray is Chairman of the Procurement Best Practice Forum, which is made up of many large blue-chip organisations, the purpose of which is to identify and disseminate supply chain management best practices. Ray's now famous '10 Cs' of supplier evaluation model, first published in 1995, has become an accepted model for the evaluation of suppliers and contractors and has been adopted by many organisations. It is also part of the CIPS level 3 syllabus. Ray is an external examiner for Salford University and a Fellow of Leicester University.

In recent years, he has undertaken training and consultancy assignments across the UK and around the world for organisations such as Prudential, Virgin Media, Cobham, The Home Office, Ministry of Justice, Low Carbon Contracts Company, IBM, Ministry of Defence, NHS, Royal Botanic Gardens Kew, Bapco, AA, Coca-Cola, Foster Wheeler, Pfizer, British Nuclear Group, Honeywell, Total, Qinetiq, John

Lewis, DeLaRue, Serco, Williams F1 Team, Hitachi Rail Europe, Rolls-Royce, Boots, RBS, DWP, NHS, Lucas Engineering and Systems, Abu Dhabi Company for Onshore Oil Operations (ZADCO), NDC, Ericsson, BAe, Marconi, BBC, Magnox, Ordnance Survey, Chevron, Caspian Pipeline Consortium, Tengzichevroil Company, Coca-Cola, Shell International BV, IMechE, African Development Bank, United Healthcare, MLM, SEPA, Yorkshire Water, East Lothian Council, Medway Council, Wigan Council, National Grid, City of Bradford MDC, London Fire Brigade, etc, etc, etc.

Workshop outline

DAY ONE

1 Introduction

- Learning outcomes
- Learning styles
- Plan for the day

2 Developing robust service delivery plans

- Responding to client's scope of work and specifications
- Allocation of resources
- Appreciate the level of service required

3 Appreciating the contractual legalities of commercial contract and service delivery management

- Contractual obligations to the client
- Legal risks and mitigation
- Limitations and exclusions of liability

4 Negotiating effectively with all key stakeholders

- Defining objectives, strategy and tactics
- Making use of the key skills of persuading and influencing
- Collaborating with stakeholders to improve client outcomes

DAY TWO

5 Creating and managing effective relationships with clients

- Appropriate relationships with the client
- The key elements that determine the nature of the relationship
- Methods to measure and improve relationships with clients

6 Adopting a proactive approach to managing service delivery contracts

- Communications with the client and sub-contractors
- Future plans and forecasts
- Anticipation and mitigation of service delivery issues
- Proactive service recovery plans

7 Making effective use of lessons learned

- Promoting improvements to service delivery
- Creating optimal outcomes and client retention
- Making use of appropriate templates

8 Delivering the client's KPIs and SLAs

- Provide optimum performance, at an economic return
- Negotiate KPIs and SLAs with the client
- Negotiate KPIs and SLAs with the internal stakeholders
- Ensure that KPIs are equitable and sustainable

9 Making appropriate use of best practices in service delivery management

- Risk and value matrix
- Value analysis and value engineering
- SRM tools of analysis
- Product and service portfolio management

Any questions?

**Please just give us a call on 01582 463463 – we're here to help!
Or visit www.theinhousetrainingcompany.com**