

# Advanced Contract Management

## Using Quality Assurance Methodology

2 Week Training Program

✓ Incorporating ISO-9001, Improvement & TQM Methodology

### A 2 Week Training Program

#### Program Overview

This is a follow-on Contract Management Skills building program. Participant should have attended the program CAA301 or equivalent from another reputable organization. If there is any doubt please first attend the program CAA301.

This program develops capabilities in Supervision and Management - specifically teaching you how to Improve the Productivity, Quality and Management of your Contracts Department.

Best Contract Management, Quality Assurance, Continuous Improvement, TQM and Benchmarking Methodologies - as applicable to contracts department - are taught in this program.

#### What is Covered in this Workshop?

This program covers the skills required for Contract Managers to perform their job function Effectively Efficiently.

#### It also includes:

1. Protecting Your Project Your Organization, Using New Methodologies Techniques, Computer Tools Winning Negotiating Strategies

2. ISO-9001 Quality Assurance Compliance.
3. Management Improvement
4. Review Design of Agreements
5. Ensuring Compliance with Contractual Terms
6. Preparation and Evaluation of Claims for Delays, Cost Compensations Variation Orders.

#### By the end of the course, participants will also be able to...

1. Examined and Discussed the purpose, requirements and conditions of contracts, including contracts for supply, maintenance and construction work.
2. Reviewed the skills needed to award and manage contracts effectively, whether these contracts are related to projects or the purchase of products and services.
3. Review Design Agreements
4. Ensure Compliance with Contractual Terms
5. Prepare and Evaluate Claims for Delays, Cost Compensations Variation Orders.

**He will learn about the Best Worldwide Practices in Contract Management**

1. Methodology
2. Planning
3. Tools and Technology Issues
4. Management Issues

**Workshop Content**

1. How this Program Can do Wonders for You and Your Department
2. Understand the Processes taking place on Contracts
3. Best Industry Practices
4. Tools and Techniques
5. Set up a Management System for Contracts section (Systematic Organizing, Control & Improvement)

**How to...**

6. **Improve Effectiveness Productivity** on your Contracts?
7. **Develop Capabilities** in your Contract Supervision and Control Staff to make sure they understand the "Why", "How", "When" and "What Not to.." of Effective Contract Management?
8. **Implement and Supervise Effective Contract Practices** – avoiding the pitfalls that lead to delays, disruptions, increased costs and disputes.
9. **Negotiate** Competitive and Noncompetitive Contracts to Get the Best Deals.
10. **Develop Continuous Improvement Excellence** in Contract Management in your organization.
11. **Contract Management: the problem areas.**
12. **What is Quality Assurance in Contract Management.**
13. **Types of Contracts :**
  1. Supply, Maintenance, Construction
  2. Fixed Price or Reimbursable Cost

3. EPC
4. **For each type...associated...**
  - i. Productivity Risks
  - ii. Financial Risks
  - iii. Main Conditions of Contract
  - iv. Other Areas of Concern

**14. Purpose, Content, Procedure and What Can Go Wrong in Contract Processes...**

1. Prequalification
2. The Tendering Process
3. Evaluation of Tenders
4. Flowcharting the Processes
5. Pre-Qualification and ISO-9001

**15. Preparing the Contract Plan**

**16. Negotiating Strategy and Tactics...**

1. Pre-award Negotiations
2. Negotiation of Changes and Variation Orders
3. Negotiating Disputes and Claims
4. Win-Win Philosophy
5. Expectations Changing Expectations
6. Planning Preparation
7. Tricks others may play

**17. Administering Contracts...**

1. The Business Legal Environment
2. The Problem Areas
3. Do's and Don'ts
4. Letters Notices
5. Documentation
6. Productivity Killer Attitudes
7. Programs, Progress, Delivery Schedules and Expediting
8. Quality and Substitutes
9. Variation Orders

**18. Claims and Counter-Claims...**

1. What are they?

## Advanced Contract Management Training (CAA801)

2. Minimizing Claims
3. Your Counter Claims
  - i. Penalty Liquidated Damages
  - ii. Consequential Losses
  - iii. Insurance
  - iv. Warranty
  - v. Guarantees

### 19. How to effectively use lessons learn't on a Contract.

### 20. Preparing Tender Documents

1. Standardization
2. Various Sections – their purpose and significance

### 21. Finally we will give a thought to...

1. Cost-Benefit Approach to Decisions
2. Longer term interests of company
3. Benefits of Supplier Development
4. Emerging Contract and Procurement Philosophies.

### 22. Setting up Early warning system to Provide Decision Support Data

### 23. Workshop Case Studies 1

### 24. Workshop Case Studies 2

### 25. Program Recommendations

### 26. An Individualized Action Plan for each Participant.

3. Help build a knowledge framework in which job related experience can be caught and remembered as his experience.

**Typical participant will take away a personalized action plan** for himself, his business unit or his organization on how to apply the program contents to improve performance. The action plan may have two components:

1. A Personal Action Plan
2. A Business Unit/Organizational Action Plan

### Benefits to Organization

Sending participant/s to this program will benefit the organization in the following ways

1. Quickly makes the participants competent, effective and productive on his job. Useful especially for
  1. Training New employees
  2. Competency Building in Existing Employees Transferred to a New Assignment
  3. Training Prior to a New Project or Initiative Planned in the Organization
2. Create Competency in the employee to perform his job well. including in relation to
  1. Relevant Technical Knowledge, Skills and Competencies
  2. Organizations' Strategic Objectives
  3. Needs and Expectations of the Stakeholders/ Customers (internal & external)
  4. Good Management Practices
  5. Identifying opportunities to Exceed Stakeholder/ Customer Expectations
3. Create a pool of trained manpower who can cost-effectively disseminate the knowledge to large number of employees inside the organization.

### Program Outcomes and Take-Away/s

Euro Training is in the business of providing practical useful training programs. Programs that

1. Help the participant implement improvements in his organization.
2. Help the participant gain Multi-discipline understanding of the issues so that he can incorporate the needs and expectations of all his stakeholders/ customers in his improvement proposals and actions.

## **Advanced Contract Management Training (CAA801)**

This is made possible by Euro Training's unique easy to understand and use methodology based on Checklist & Quality Assurance Approaches.

### **For Latest Program Schedule Email:**

[caa801@EuroTraining.com](mailto:caa801@EuroTraining.com)

[www.eurotraining.com/bro/caa801.php](http://www.eurotraining.com/bro/caa801.php)

<b>REGISTRATION FORM</b>	
<b>Program:</b>	<b>Advanced Contract Management Training (CAA801)</b>
Location Where Attending:	
Program Dates:	
Whether Participant will Consider Alternate date if one requested is not available:	
Participant Name Prefix: Mr/Ms/Mrs	
Participant Name:	
Participant Job Title:	
Participant Department & Section:	
Participant Employer/ Company:	
Participant's Present Job Responsibilities:	
Participant Email Address:	
Participant Mobile Number:	
Sponsored by:	
Sponsoring Company:	
Job Title of Sponsoring Authority:	
Name of Sponsoring Authority:	
Email of Sponsoring Authority:	
Fax of Sponsoring Authority:	
Telephone Nos. of Sponsoring Authority:	
Web Site of Sponsoring Company:	
Invoice Reference:	
Invoicing Address:	

## REGISTRATION INFORMATION

- To register:** Please send us an official letter confirming registration (on organizational letterhead or Authorized Email).
- Program Fee is
  - USD \$8,900 per participant and includes Course Materials, Certificate, Refreshments and Lunch. (Fee at London, Paris and Kuala Lumpur \$9,790)
- Accommodation & Taxes/VAT (if applicable) is not included in Program fee. Special rates will be available at venue hotel for the participants.
- Special discount of 10% is offered for participants who pay their fees at least 45 days before start of the program.
- Refund will not be considered where the participant cancels his registration less than 3 weeks before start of the program. Alternate nominations will be allowed anytime before program start.
- All participants are required to fill in Participant Information form - on first day of the program. Each program Undergoes Customization to Better Meet Participant Present and Future Career Needs. Please be prepared to let the Instructor/s know about your organization's Special Needs, Interests or Initiatives.
- It is always useful for participants to bring their existing problems or case studies, work-process flow charts or job related problems for discussion - consideration will be at sole discretion of the program director/s.
- Provisional Registration:** You can make a provisional registration by sending us an email – an official registration request can be made within 2 weeks. This will ensure we will reserve a seat. All provisional registrations automatically cancel 2 weeks before program start.
- Please note: No Live Voice Requests for Registration or Provisional Registrations.