

Training Title

Maintenance Contracting & Outsourcing

Training Duration

5 days

Training Venue and Dates

REF ME040	Maintenance Contracting & Outsourcing	5	16 - 20 September, 2024	\$6,500	London, UK
--------------	--	---	-------------------------	---------	---------------

In any of the 4 or 5-star hotels. The exact venue will be informed once finalized.

Training Fees

US \$6,500 per participant for Public Training includes Materials/Handouts, tea/coffee breaks, refreshments & Buffet Lunch

Training Certificate

Define Management Consultancy & Training Certificate of course completion will be issued to all attendees.

TRAINING OVERVIEW

TRAINING DESCRIPTION

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 highly interactive Maintenance Engineering training seminar on Maintenance Contracting & Outsourcing will ensure that you understand how to decide rationally what maintenance activities to outsource and what's 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 seminar with the tools to improve your contracts and contract management.

DMCT/OL/9/18(Rev3Dt:23/9/18)

P.O BOX 45304
ABU DHABI, U.A.E

T +971 2 6264455
F +971 2 6275344

www.definettraining.com

TRAINING OBJECTIVES

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

1. Decide rationally what maintenance activities to outsource and what's not
2. Use the features, functions and benefits of lean maintenance contracts
3. Use the most applicable type of maintenance contracts (incl. Service Level Agreements) and when/how to apply them
4. Define service levels and monitor the contractor performance
5. Develop and negotiate a maintenance contract
6. Recognize the pitfalls
7. Evaluate the delivered performance of all parties involved
8. Implement maintenance contract management

WHO SHOULD ATTEND

This training seminar is suitable to a wide range of professionals involved in the area of maintenance contracts, but will greatly benefit:

- All professionals involved in procurement and supply chain management
- All professionals negotiating, managing and verifying maintenance contracts
- Teams who have been assigned the responsibility of establishing a maintenance contract will find it extremely useful to attend this seminar as a unit
- Anyone who wishes to update themselves on maintenance contracts & outsourcing

TRAINING METHODOLOGY

A highly interactive combination of lectures and discussion sessions will be managed to maximize the amount and quality of information and knowledge transfer. The sessions will start by raising the most relevant questions and motivate everybody to find the right answers. The delegates will also be encouraged to raise their own questions and to share in the development of the right answers using their own analysis and experiences.

- 30% Lectures
- 30% Workshops and work presentation
- 20% Group Work & Practical Exercises
- 20% Videos & Software

COURSE OUTLINE

DAY 1

Outsourcing Considerations

- Introduction
- Asset Management - *The Business Impact of Maintenance*
- Considerations in Outsourcing Maintenance – *What to outsource and what not?*
- Risks Involved

DMCT/OL/9/18(Rev3Dt:23/9/18)

DAY 2

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

DAY 3

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? (Performance Management)*
- Periodic Evaluation & Improvement

DAY 4

Grounding and 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

www.definettraining.com

DAY 5

Final Workshop

- 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

DMCT/OL/9/18(Rev3Dt:23/9/18)

NOTE:

Pre & Post Tests will be conducted

Case Studies, Group Exercises, Group Discussions, Last Day Review & Assessments will be carried out.



www.definetraining.com

DMCT/OL/9/18(Rev3Dt:23/9/18)

**P.O BOX 45304
ABU DHABI, U.A.E**

**T +971 2 6264455
F +971 2 6275344**

www.definetraining.com