

Course Name: Planning, Writing Agreements & Managing Quality

Reference Code: Co Ma 102

About the course:

This contracts management training course highlights the importance of Service Level Agreements to meet the needs of companies that are dependent on long-term partnership arrangements with external suppliers of services in achieving strategic goals. Those managing such corporate relationships need to know how such a partnership will function and be able to deal with any problems.

Course Objective:

- Plan & draft a range of service level agreements & construct & control contract negotiations & disputes
- Articulate how quality SLAs should be included within the Procurement processes
- Negotiate service level agreements with internal and external suppliers
- Document appropriate quality outcomes from service contracts
- Evaluate the likely results from alternative service performance frameworks

Who Should attend?.

This course will benefit:

- 1- All levels of employees working in purchases and purchases.
- 2- All levels of employees working in the commercial administration, contracts and technical agents who provide performance under service level agreements. It will enable them to set the context of their work, understand the contract and their awareness of the various issues and risks associated with them.

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Course Methodology:

This training course is designed to be a hands-on, stimulating experience. The training course is highly interactive with many discussion and practice sessions.

- ☐ Relevant computer simulations and videos .
- ☐ Copies of all presentation material.
- ☐ Variety of Learning Methods.
- ☐ Pre-test and final test.
- ☐ Case Study
- ☐ Training Groups.
- ☐ Presentation.
- ☐ Lectures

Course Outline:

Day One: Principles and Functions of Service Level Agreements

- The need to measure quality of performance
- Why, when and how can SLAs help to achieve quality
- Key objectives
- SLAs: Contracts or Contract substitutes?
- Introducing SLAs for services bought in from contractors
- Use of corporate SLAs between in-house departments

Day Two: Key Elements of a Service Level Agreements

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- What services are being measured?
- Typical quality measures
- SLA Governance Frameworks: Managing, measuring and reporting service performance
- Duties of the customer
- Risk sharing and SLAs: Managing problems
- Termination of the agreement

Day Three: Drafting your Service Level Agreement

- Drafting principles
- A model structure for the SLA
- Essential elements of a quality SLA
- Using appropriate measurement language
- Carrots or sticks to encourage achievement
- SLA checklists

Day Four: Managing the in-life SLA

- Review processes
- Using escalation to manage quality performance
- Keeping the SLA relevant: Managing changes
- Negotiation techniques to manage the variation
- Customer intervention options with an underperforming contractor
- Learning and applying lessons for the next SLA

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Day Five: Using a Scorecard Approach to SLA Management

- Origins of the scorecard approach
- Aligning the SLA with the corporate strategy
- Balancing the needs of stakeholders
- Planning and Constructing a SLA scorecard
- Key Performance indicators to support the SLA
- Business process quality improvement

Time: 08:00 AM -03:00 PM **Numbers of hours:** 35 Hours

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