



International Training
Center Paris

TRAINING SCHEDULE

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CONTRACT PERFORMANCE MANAGEMENT TRAINING

Overview:

The Contract Performance Management training program is designed for procurement professionals seeking to enhance their knowledge and skills in managing and monitoring supplier performance. The program will cover a range of topics, including key performance indicators, contract monitoring techniques, performance reporting, and dispute resolution. Participants will gain practical knowledge and skills required to effectively manage and monitor supplier performance in procurement contracts.

Objectives: By the end of this training program, participants will be able to:

- Understand the fundamentals of contract performance management.
- Identify and develop key performance indicators for monitoring supplier performance.
- Develop effective contract monitoring techniques.
- Prepare performance reports and metrics to monitor supplier performance.
- Effectively manage and resolve disputes related to supplier performance.

The training program will include lectures, case studies, group discussions, and practical exercises. Participants will have the opportunity to apply the concepts learned in the training program to real-world procurement scenarios. By the end of the training program, participants will be equipped with the knowledge and skills required to effectively manage and monitor supplier performance in procurement contracts, develop effective contract monitoring techniques, prepare performance reports and metrics, and manage and resolve disputes related to supplier performance.

Targeted Groups:

- Contract performance managers
- Vendor relationship managers focused on performance
- Procurement professionals ensuring contract deliverables
- Contract managers tracking performance metrics
- Project managers emphasizing contract performance

Planning:

Day 1: Introduction to Contract Performance Management

- Overview of contract performance management
- Understanding the legal and regulatory framework for contract performance management
- Fundamentals of performance measurement and performance monitoring

Day 2: Developing Key Performance Indicators

- Identifying and developing key performance indicators (KPIs) for supplier performance monitoring
- Linking KPIs to business objectives and goals
- KPI development techniques and methodologies

Day 3: Effective Contract Monitoring Techniques

- Techniques for effective contract monitoring
- Contract monitoring plans and schedules
- Monitoring contract compliance and supplier performance

Day 4: Performance Reporting and Metrics

- Performance reporting techniques and metrics
- Developing and preparing performance reports
- Performance metrics and analytics

Day 5: Managing Disputes Related to Supplier Performance

- Managing and resolving disputes related to supplier performance
- Contract dispute resolution techniques
- Effective communication and negotiation skills