



## **Maintenance Contracting and Outsourcing**

**Course Venue:** UK - London

**Course Date:** From 5 Jul 2020 To 9 Jul 2020

**Course Place:** London Paddington

**Course Fees:** 5950 GBP



## Objectives

### The delegates will:

- Understand how to decide rationally what maintenance activities to outsource and what not
- Learn the features, functions and benefits of lean maintenance contracts
- Understand the different types of maintenance contracts (incl. Service Level Agreements) and when/how to apply them
- Learn how to define service levels and monitor the contractor performance
- Learn how to develop and negotiate a maintenance contract
- Recognize the pitfalls
- Understand how to evaluate the delivered performance of all parties involved
- Learn how to implement maintenance contract management

## The Contents

### Day 1 - Outsourcing Considerations

- Introduction to program
- Introduction delegates
- Asset management
- The business impact of maintenance
- Considerations in outsourcing maintenance - what to outsource and what not?
- Activity on asset matrix
- Risks involved
- Case study: Outsourcing maintenance activities

### 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
- Interactive exercise and examples

### 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
- Interactive exercise: review some existing contracts
- 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
- Interactive exercise and role play regarding negotiating

### **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
- Wrap-up