



**Asia Masters Center**

## **Maintenance Contracting & Outsourcing**



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## **Maintenance Contracting & Outsourcing**

### **➔ Course Objective**

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

### **➔ Target Audience**

- 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

## Course Outline

- DAY 1
- **Outsourcing Considerations**
- Introduction
- Asset Management - The Business Impact of Maintenance
- Considerations in Outsourcing Maintenance – What to outsource and what not?
- Activity on Asset Matrix
- Risks Involved
- Outsourcing Maintenance Activities – case study
- 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



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- 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

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- we give the participant training bag includes all the necessary tools for the course.
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- We can assist you in booking hotels at discounted prices if you wish to book through us.
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### ➔ **The Cost Of The Training Program Includes The Following:**

- 1) Scientific article on flash memory.
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- 3) Training.
- 4) Coffee break.
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## Asia Masters Center

### Price (USD)

Communicate with the training department  
to know the participation fees

➤ **There are offers and discounts for groups**

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