CONTRACT MANAGEMENT, NEGOTIATION AND SUPPLIER PERFORMANCE MANAGEMENT COURSE

Introduction

This course equips professionals with the competencies required to protect organizational interests and ensure that negotiated commercial benefits are achieved throughout the contract lifecycle. The programme covers contract planning, formation, negotiation, administration, performance monitoring, supplier relationship management, change control, claims, disputes and contract closure. Participants learn how to translate contractual obligations into measurable deliverables, service levels, milestones and performance indicators. Particular emphasis is placed on proactive supplier performance management. Participants learn to establish supplier KPIs and scorecards, conduct performance reviews, address underperformance and develop corrective action plans. The course also strengthens commercial negotiation capabilities for both new and existing contractual relationships

Course Objectives

- Manage the complete contract lifecycle effectively.
- Develop comprehensive contract-management plans.
- Strengthen commercial negotiation capabilities.
- Establish appropriate contractual KPIs and service levels.
- Monitor supplier and contractor performance.
- Identify and manage contractual risks.
- Manage contract changes and variations.
- Address supplier underperformance.
- Prevent and manage contractual claims and disputes.
- Conduct effective contract closure and post-contract evaluation

Course Modules

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Location Thika & Nairobi

> Module 1: Contract Management Framework
- Contract lifecycle
- Contract-management roles and responsibilities
- Contract governance structures
- Contract-management planning

> Module 2: Contract Formation and Documentation
- Contract requirements and specifications
- Commercial terms and conditions
- Roles, obligations and deliverables
- Contract award and commencement

> Module 3: Advanced Commercial Negotiation
- Negotiation preparation
- Interests, positions and objectives
- Negotiation strategies and tactics
- Negotiation closure and documentation

> Module 4: Contract Risk Management
- Identifying contractual risks
- Risk allocation between parties
- Contract risk registers
- Risk mitigation and monitoring

> Module 5: Contract Administration
- Managing deliverables and milestones
- Contract documentation and records
- Contract communication protocols
- Contract meetings and reporting

> Module 6: Supplier Performance Management
- Developing supplier KPIs
- Service-level agreements
- Supplier performance scorecards
- Supplier performance reviews

> Module 7: Managing Contract Changes
- Contract variations

- Change-control procedures
- Commercial impact assessment
- Authorization and documentation

> Module 8: Supplier Underperformance
- Identifying performance gaps
- Root-cause analysis
- Corrective action plans
- Escalation and contractual remedies

> Module 9: Claims and Dispute Management
- Contract claims
- Claims documentation
- Dispute prevention
- Negotiation, mediation and other resolution approaches

> Module 10: Contract Closure and Evaluation
- Contract completion assessment
- Final acceptance and handover
- Supplier post-performance evaluation
- Lessons learned and contract closeout