FACILITIES PROCUREMENT, CONTRACT & VENDOR MANAGEMENT COURSE

Introduction

The Facilities Procurement, Contract & Vendor Management Course is a comprehensive professional programme designed to equip facilities managers, procurement professionals, contract managers, property professionals, operations managers and corporate services teams with the knowledge and practical skills required to effectively manage the commercial, contractual and supplier-related aspects of facilities management. The programme examines the complete procurement and contract management cycle, from identifying facility requirements and developing specifications through supplier sourcing, tendering, evaluation, selection, contracting, service delivery, performance monitoring and contract renewal or termination. Participants will learn how to procure facility services and resources efficiently while achieving quality, value for money and operational reliability. The course explores the management of maintenance contractors, cleaning services, security providers, catering services, landscaping, waste management, engineering services, property services and other outsourced facility functions. Participants will learn how to develop clear scopes of work, establish service-level agreements, define performance standards and maintain effective supplier relationships. Particular attention is given to contract performance, cost control, supplier risk, compliance, quality assurance, dispute management and commercial accountability. Participants will also examine how procurement decisions affect facility operating costs, service quality, asset performance and organizational continuity. The programme further introduces practical approaches to vendor evaluation, contract monitoring, KPI development, supplier reviews, negotiation, corrective action and continuous improvement, enabling organisations to build stronger and more accountable supplier relationships.

Course Objectives

- Understand facilities procurement principles.
- Develop effective service specifications.
- Manage facility outsourcing.
- Develop service-level agreements.
- Evaluate contractors and suppliers.
- Monitor contract performance.
- Control contract costs.
- Manage supplier risks.
- Improve vendor relationships.
- Strengthen procurement governance.

Course Modules

> Module 1: Facilities Procurement
- Procurement principles
- Facility procurement categories
- Procurement planning
- Procurement governance

> Module 2: Service Specifications
- Scope of work
- Technical specifications
- Service requirements
- Performance standards

> Module 3: Tender and Supplier Selection
- Tender preparation
- Supplier evaluation
- Technical evaluation
- Commercial evaluation

> Module 4: Contract Management
- Contract structures
- Contract obligations
- Contract administration
- Contract risks

> Module 5: Service-Level Agreements
- SLA principles
- Service standards
- Performance measures
- SLA monitoring

> Module 6: Vendor Performance
- Vendor KPIs
- Performance reviews
- Corrective actions
- Vendor improvement

> Module 7: Cost and Commercial Management
- Pricing structures
- Cost analysis
- Contract budgets
- Cost control

> Module 8: Contract Risk Management
- Contract risks
- Compliance
- Disputes
- Risk mitigation

> Module 9: Negotiation and Relationships
- Supplier negotiations
- Stakeholder management
- Vendor relationships
- Conflict resolution

> Module 10: Strategic Vendor Management
- Strategic suppliers
- Supplier development
- Outsourcing strategies
- Continuous improvement

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