



## Contract & SLA Management

### 1-day course



*This course combined with our 1-day  
The Tender Process programme also provides tuition for  
**IWFM level 4 qualification unit FM4.21**  
See 'Professional Recognition' section below for details*

### Aim

To give delegates the knowledge and techniques effectively to manage contracts and service levels and to improve service delivery.

### Objectives

By the end of this course you will have a sound understanding of:

*The legal framework of contracts and how to avoid common traps.*

*Dispute avoidance and resolution.*

*The respective roles and responsibilities of the contract management team.*

*How to manage performance and service levels using Key Performance Indicators.*

*How to maintain quality and add value throughout the contract life cycle.*

*How to manage contract change & cost variation*

*Managing contract relationships and understanding partnering*

### Description

Objectives, targets and performance levels set out in a Contract must be met in practice.

Promised customer benefits must be delivered and improved quality of service sustained throughout the contract life cycle. Change must be managed, day-to-day service problems overcome and budgets met.

This intensive but practical course is designed to equip delegates with the knowledge and techniques to manage contracts and service levels effectively, and to achieve the demanding performance requirements expected of them.

### Content

- Where contract management really starts
- The respective roles and responsibilities of Client and Contractor
- The importance of relationships
- The legal framework
- Performance Management in practice; getting the promise delivered
- Monitoring cost variances and payments
- Maintaining quality and adding value throughout the contract life cycle
- Managing change
- Dealing with typical problems
- Avoiding adversarial confrontations

## Programme

- 0845 Registration & tea / coffee
- 0915 Welcome and Introduction
- 0945 Legal Framework
- 1045 Coffee
- 1100 Roles and Responsibilities  
Why Contracts Fail
- 1230 Lunch
  
- 1330 Performance Measurement in Practice  
Dispute Avoidance and Resolution
- 1445 Tea
- 1500 Managing Change
- 1600 Discussion
- 1630 Close

## Professional Recognition

Delegates receive a Quadrilect Ltd certificate of attendance which contributes towards their record of CPD [Continuing Professional Development].



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'Contract Management' is accredited to provide part-tuition for IWFM level 4 qualification unit FM4.21. Please note that this unit **alone** does not constitute a complete qualification. Please contact us on 020 7469 1398 or email [info@quadrilect.co.uk](mailto:info@quadrilect.co.uk) for a qualifications brochure and further guidance on enrolment

### **How do I book?**

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