

# MAINTENANCE OUTSOURCING MANAGEMENT STRATEGY

**June 21 - 25, 2019**

**Dubai, UAE**



## Early Bird Discount & Registration

Register and pay 25 days prior to the event date and get 15% discount.  
Registrations will close 15 days prior to the start of the Course.

## Course Overview:

Outsourcing Contract management is becoming one of the core activities of overall asset management. Furthermore, in today's increasingly cost conscious environment where every dollar must be justified, effecting thorough contracts and applying diligent governance is even more critical. No longer are contract specialists the only ones involved in the contract process, professionals of all disciplines have a vital role to play in the development of successful outsourcing contracts and their ongoing management. To manage today's contracts, a direct role must be played at a strategic and operational level to ensure value for money is achieved and risks are minimized. Manpower outsourcing is a special segment of outsourcing business that needs special considerations.

This training course will deliver the key frameworks for planning, and managing Outsourced Manpower Contracts/ Contractors. Participants will learn several methods involving interactive exercises, case studies session, designed to assist you in determining the best and most effective outsourcing contracting techniques for your organization.

This course produces better practice guides as part of its integrated audit approach, which includes providing information support services to audit responsible. This course is a better practice to deal with key aspects of the control structures of entities – an integral part of good corporate governance. It deals with Maintenance & Operation Contract Management within a risk framework, specifically dealing with day-to-day contract management matters.

## Course Objectives:

**After completing this course, participants will be able to:**

- ◆ Understand Outsourcing Business and its Capabilities / Limitations / Benefits / Risks.
- ◆ Decide what to Outsource and what not to outsource and understanding the Full Life Cycle of the Outsourcing Process from Idea to implementations
- ◆ Understand how to Control the Performance of outsourced Contractors and understanding the Special Considerations of Manpower Outsourcing
- ◆ Develop road map for the transition to outsourcing Relation. and Perform group exercises and case studies to emphasis key ideas and brainstorming .
- ◆ Understand a large amount of information and better practice guidance has been issued on the topic of contracting, predominantly focused on the front-end of the contract process, that is, those stages leading to signing the contract.
- ◆ Learn better practices in the Maintenance & Operation Contract Management. It places considerable emphasis on achieving an appropriate contract relationship to best manage Risk in each Situation.

## Who Should Attend?

The course is designed for Maintenance Engineers, Supervisors, Planning Engineers, and Contract Professionals those dealing with Outsourcing Providers.

## Course Language:

The Presentation, supplied documents, and workshop exercises of the course are in **English** however, based on the trainees' desires, oral presentation or discussion can be **Bilingual** (English and Arabic).



## Course Contents:

### Module (01) Maintenance Contract Succession

- 1.1 Objectives
- 1.2 Outputs
- 1.3 Evaluation
- 1.4 Style and Types of Relationships
- 1.5 Traditional Relationships
- 1.6 Cooperative Relationships
- 1.7 Partnering Relationships
- 1.8 Alliance Relationships
- 1.9 Constraints in Relationship Application
- 1.10 Pricing structures

### Module (02) Outsourcing Risk Management

- 2.1 Establish Context
- 2.2 Assess Risks
- 2.3 Implement Design
- 2.4 Monitor and Review
- 2.5 Impact of Risk on Relationships
- 2.6 Application of Risk to Contract Management

### Module (03) Contract Management Transition

- 3.1 Introduction
- 3.2 Objectives
- 3.3 Outputs
- 3.4 Announcing the Decision
- 3.5 Establishing the Contract Relationship
- 3.6 Developing the Transition Strategy
- 3.7 Preparing the Resources Plan
- 3.8 The Contract Manager
- 3.9 Post Transition Review

### Module (04) Ongoing Management of Contract

- 4.1 Developing Service Level Agreements
- 4.2 Performance based Contracts
- 4.3 Escalation and Savings
- 4.4 Performance Measurement System (PMS)
- 4.5 Measurement and Monitoring
- 4.6 Benchmarking and Continuous Improvement
- 4.7 Standards of the Activities

- 4.8 Defining Quality of Services
- 4.9 Measures of Service Quality and Satisfaction Targets
- 4.10 Performance Reporting
- 4.11 Day-to-day Ongoing Maintenance Matters
- 4.12 Issue Resolution and Variations
- 4.13 Payment Processes

### Module (05) Types of Contracts and Agreements

- 5.1 Fixed-Price Contracts
- 5.2 Cost-Reimbursement Contracts
- 5.3 Indefinite-Delivery Contracts
- 5.4 Time-and –Materials Contracts
- 5.5 Model of Agreements
- 5.6 Allocation of Risk for Costs
- 5.7 Profit Incentive Offered for Achieving

### Module (06) Maintenance Contractor Selection

- 6.1 General Aspects of Tendering & Bidding
- 6.2 Pre-Award Considerations
- 6.3 Contract's Pre-Qualifications
- 6.4 Tender Selection and Awarding
- 6.5 Constructability & Documents Review

### Module (07) Avoiding Disputes during the Project

- 7.1 Standard Forms
- 7.2 Stipulated Price Contracts
- 7.3 Unit Price Contracts
- 7.4 Cost Plus a Free Contracts
- 7.5 Design-Build Contracts
- 7.6 Construction as Appropriate Form
- 7.7 Designing a Dispute Resolution System

### Module (08) Dealing with Financial Risks

- 8.1 Controlling Risk Associated with Payments
- 8.2 Currency Risk
- 8.3 Economic Risk
- 8.4 Limiting or Excluding Liability
- 8.5 Fraud and Corruption

### Course Summary & Conclusion

## Registration Form:

**Please fill the information below:**

Nominee Name:			
Company Name:			
Position Title:		Department:	
Phone:		Mobile:	
Email:			
Company Address:			
Do you want to request this to be conducted as an <b>In-House</b> Course? <input type="checkbox"/> NO <input type="checkbox"/> YES <i>Please fill the required additional information below</i>			
Date Required:		No. of Participants:	
Preferred Venue:		Other Requirements:	

## Course Fees:

The amount of **3500 USD** will be charged for the course fee and Full Payment is required prior to commencement of the course.

## Payment Methods:

A confirmation will be sent upon your registration. Note that full payment must be made prior to the event. Only those delegates who have paid in full will be admitted to the event. All payments should be to APEX Account:

Bank Name : Emirates NBD  
Branch : Jebel Ali Branch, Dubai, UAE  
IBAN No : AE260260001024622899402  
Swift Code : EBILAEADJAZ

## Cancellation:

If you are unable to attend the course you may send a substitute delegate.

Cancellation should be made 15 days prior to the course conduction. Failure to cancel within 10 days will be to pay the course fee in full amount.

## Registration Methods:

**Email** : info@apex-dubai.com  
**Fax** : +971 4 454 2910  
**Website** : www.apex-dubai.com

## General Information:

- ◆ Closing of Registration will be two (2) weeks prior to the course date.
- ◆ APEX can assist and provide corporate rates for the hotel accommodation.
- ◆ Course fees will cover Course Materials, Certificate of Participation, Coffee Breaks and Lunch.
- ◆ In-House course is also available upon request and can be customized as per client's needs.

## Contact us:

**Tel** : +971 4 445 8567  
**Fax** : +971 4 454 2910  
**Email** : info@apex-dubai.com  
**Website** : www.apex-dubai.com