Pragma Academy

Smart Learning for Smart Asset Management

Contractor Management

pragma

This course enables learners to manage contractors effectively, starting with the outsourcing decision and providing guidance on the type of work to be outsourced or sub-contracted. The course uses a model to classify the different types of contractors and how they should be managed and provides practical guidelines on how to manage the quality, safety and success of contractors.
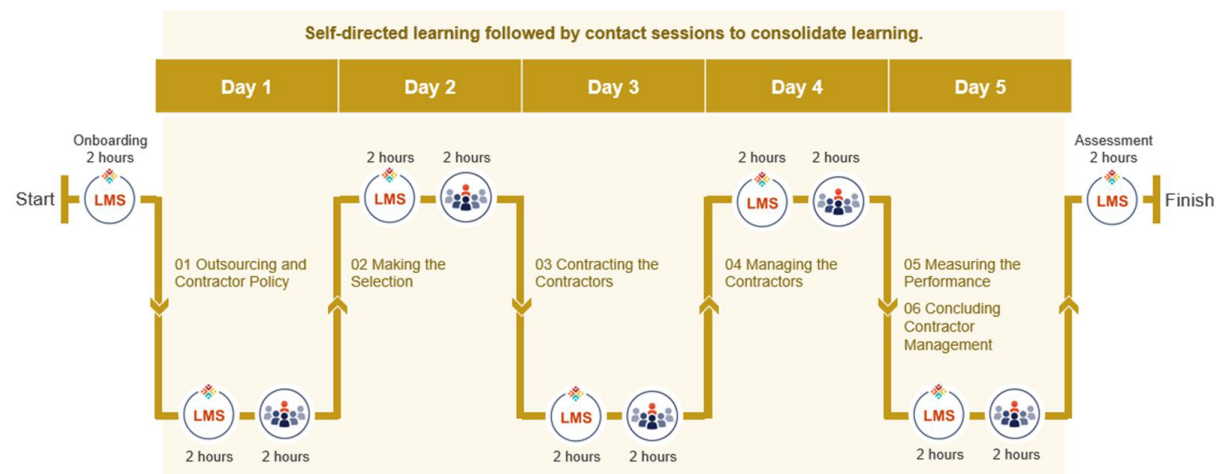
About this course

This course will provide you with practical steps and activities for making a decision about how to decide on work to be outsourced, finding suitable contractors, managing them and then measuring their performance.

The course covers the essential skills required to successfully engage and manage contractors through understanding basic law and contractor management best practices.

The course is designed for people currently working with contractors and having to source and manage them and for those who are interested in the field. Whether you are managing complex and multiple contractors or just want to improve your day-to-day dealings with contractors, this course will enhance your current skill set.

The course is aimed at:
- people responsible for contract administration
- buyers responsible for contract strategy
- managers who do day-to-day supervision
- engineering managers and other role players involved in the contract management process

Course Outcomes

This course is based on proven methodologies and application within the industry ensuring a practical approach to contractor management that provides learners with these learning outcomes:

- determine what should be done in-house and what should be outsourced

- make informed decisions about which contractor to use for which work

- effectively contract contractors

- manage the contractors as they complete the agreed work

- measure and report on the performance of contractors according to SLA and agreed KPIs.

Self-directed learning followed by contact sessions to consolidate learning.

	Day 1	Day 2	Day 3	Day 4	Day 5

Onboarding 2 hours — Start — LMS

2 hours LMS — 2 hours

2 hours LMS — 2 hours

Assessment 2 hours LMS — Finish

01 Outsourcing and Contractor Policy
02 Making the Selection
03 Contracting the Contractors
04 Managing the Contractors
05 Measuring the Performance
06 Concluding Contractor Management

2 hours LMS 2 hours

2 hours LMS 2 hours

2 hours LMS 2 hours

Introducing contractor management

This module covers the relevance and value of contractor management within the wider asset management environment. Gain insight into:

- the definition of contract management
- understanding what outsourcing is
- different contracting types.

Outsourcing and contractor policy

Making the decision to outsource is the first step in the contracting process. Which work should be outsourced and which work should be done in-house? This module covers various consideration factors when selecting appropriate contracting models and measuring contractor performance.

Making the selection

Once you know the work that you would like to outsource, you need to decide who would be the best person/company for the work. This module looks at contractor selection policies, when to apply them and which contractor to apply them to. It also touches on contractor development.

Contracting the contractors

You have selected the right contractor for the job and now you have to go through a process to contract them properly. This module works through those steps that you need to complete and what the detail is for each of those steps. This module gives learners insight into legal aspects of contracting and the various agreement contracts available.

Managing the contractors

It is not wise to leave your contractors alone once they have started the work and never manage them in any way. This module looks at how you can best manage your contractors. This module covers the factors required to properly manage contractors whilst ensuring the correct level of a successful partnership is created and maintained.

Measuring the performance

Once the work has been completed, it is important to review the work and the performance of the contractor to determine areas that could improve, or if this contractor is the right person for the job for future decisions. This module guides you on the best way to measure the performance of your contractor. This module shows learners how to differentiate between a service level agreement (SLA) and key performance indicator (KPI) scorecard whilst also covering the content and considerations for a proper SLA and KPI scorecard.

Concluding contractor management

A final contact session reviews and consolidates the learnings with a practical workplace assignment.

Who should attend?

- Foremen
- Maintenance managers
- Asset care managers
- Business area managers
- Facility managers
- Asset care engineers

Format and duration

- 24 notional hours blended learning comprising elearning and 6 x 2 hour virtual classroom contact sessions

Take-home tools

- Knowledge to review and implement relevant contractor agreements.
- Ability to set up a suitable performance management system for contractors.
- Skills to set up and maintain effective partnerships with contractors.

Certification

- Learners completing this training can obtain SAAMA CPD points.

SAAMA

RECOMMENDED PRIOR LEARNING

Fundamentals of Maintenance Management

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View the recommended training relevant to your role.

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Public Training calendar

Request a call to discuss in-house or customised training