

Course Description

Performance Based Contracting and Vendor Management AMS199

35 Professional Development Units
35 Education Hours



Overview

This course aligns with the Project Process Management Process area of the PMBOK® and focuses on how to create service type Statements of Work (SOW), Service Level Agreements (SLAs) and performance metrics. Participants will learn how to outline the SOW and will write key components of the SOW during the program. We will address the process of setting effective evaluation criteria to select the best vendors and the methods of selecting vendors using a cross-functional approach. Requirements for an effective implementation of a negotiated contract with a specific vendor will be defined. During this program, the participant will learn the various steps to follow when transitioning from an existing vendor or vendors to a new vendor. Implementation at a multitude of company locations will be addressed. Checklists and formats will be provided to assist the supply management implementation team in accomplishing their work. The output of the program is a draft implementation plan that can be used directly with the internal team and the vendor. Participants will learn how to establish SLAs, scorecards, and an overall, effective vendor performance management system. Participants will learn how to establish effective relationships with vendors and ensure continuous improvement in vendor performance.

Learning Objectives

- Plan for upcoming performance-based contracting
- Overcome service contract performance problems
- Draft and complete PBC Statements of Work
- Facilitate the creation of key PBC SOW measurements
- Effectively measure contractor performance under performance based service contracts
- Evaluate the total costs of the technologies/products proposed by vendors
- Understand world class manufacturing and service capabilities
- Evaluate vendor assessment results and perform a risk assessment
- Perform a complex cost/price analysis
- Make a team-based vendor selection decision based on bona-fide evaluation criteria
- Participate and manage a team-based vendor evaluation and selection process
- Plan and execute transition of products to a newly selected vendor
- Lead and manage change required when implementing new services or vendors
- Deploy a set of tools to facilitate faster, more effective transition of services
- Develop a focused action plan for use by the transition team in implementing the new vendor relationship
- Have a definition of vendor development
- Understand roles and responsibilities for vendor development and improvement

- Understand how to improve vendor performance and reduce total cost
- Be able to set objectives for performance (SLAs and Performance Metrics) in the negotiation stage
- Manage and set vendor expectations
- Be able to conduct the performance review
- Manage and implement corrective actions
- Work directly with vendors on improvement activities
- Use quality and delivery process management
- Develop realistic stretch goals and objectives

Format

This course is highly interactive and how-to oriented. Discussion of concepts and principles is followed by hands-on exercises. The emphasis is on the practical application

Duration

Five Days

Who Should Attend

Project Managers responsible for multiple projects would benefit by taking this course.