



## Maintenance Contracting and Outsourcing Training

### Description

#### Objectives

##### The delegates will:

- Understand how to decide rationally what maintenance activities to outsource and what not
- Learn the features, functions and benefits of lean maintenance contracts
- Understand the different types of maintenance contracts (incl. Service Level Agreements) and when/how to apply them
- Learn how to define service levels and monitor the contractor performance
- Learn how to develop and negotiate a maintenance contract
- Recognize the pitfalls
- Understand how to evaluate the delivered performance of all parties involved
- Learn how to implement maintenance contract management

#### The Contents

##### Day 1 – Outsourcing Considerations

- Introduction to program
- Introduction delegates
- Asset management
- The business impact of maintenance
- Considerations in outsourcing maintenance – what to outsource and what not?
- Activity on asset matrix
- Risks involved
- Case study: Outsourcing maintenance activities

##### Day 2 – Maintenance Contracts

- Maintenance contract types
- Parties involved

- The tendering process – modern ways of tendering
- Choosing the right contractor
- Costing the service
- Defining Key Performance Indicators to monitor the performance of all parties involved
- Use of Balanced Scorecard with performance contracts
- Interactive exercise and examples

### **Day 3 – Developing the Maintenance Contract**

- Vendor management
- The contracting cycle
- Assemble a team
- Assess, determine and specify the required service levels
- Writing the contract – contents of a maintenance contract
- Interactive exercise: review some existing contracts
- Implementing contract management – how to make it work (performance management)
- Periodic evaluation & improvement

### **Day 4 – Grounding and Negotiating the Contract**

- Expectations about availability, reliability and costs
- The extensive preventive maintenance schedule – “tricks” of maintenance contractors
- The seven steps to develop a risk based maintenance concept
- Using the maintenance concept to negotiate more effectively lean maintenance contracts
- Negotiating the contract – negotiation ploys
- Negotiating the contract – negotiation tactics
- Negotiating tips
- Interactive exercise and role play regarding negotiating

### **Day 5 – Final Workshop**

- Development of a maintenance contract in groups
- Defining the requirements and service levels
- Develop the offer
- Selection criteria
- Presenting the bid
- Closing the contract
- Evaluation of results
- Wrap-up