



# Institute for Capacity Development (ICD)

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## Managing the Contract and Supplier Relationships

### Workshop Objectives

#### Upon completion of this Workshop participants should be able to:

- Describe the main factors that determine your approach to managing a contract
- Identify the main issues involved in setting up contract management teams.
- Define the main skills and competencies required to manage a contract management team.
- Outline the policies and procedures that may apply to a contract management plan
- Draft a contract review report and organise contract review meetings.
- Describe the main activities related to contract administration.
- Describe how the Line of Balance method can be used to set and monitor progress of repetitive project activities

### Target Group

- Procurement or Purchasing managers,
- Materials Managers
- Supply Chain managers
- Plant managers
- Sales managers
- Supply Chain consultants.

### Programme Outline

- The purpose of managing the contract
- How to manage a contract?
- Forming Contract Management Team
- Contract management teams
- Preparing the Contract Management Plan
- General contract and supply strategy information
- Policy and procedures
- The contract schedule
- The contract budget
- The contract quality plan
- Communicating priorities
- Preparing the Risk Register

- Schedule risks
- Cost risks
- Quality risks
- Commercial and other risks
- The contract risk register
- Monitoring and Managing Performance
- Measuring and communicating performance
- Integrated approach
- Managing time
- Managing cost
- Managing quality
- Contract review meetings
- Contract Administration and Review
- General contract administration
- Variations and change control
- Administration at, and beyond, contract completion
- Contract reviews
- Relationship Management, Disputes and Termination
- Managing co-operative relationships
- Problem-solving techniques
- Handling claims and resolving disputes
- Termination
- Operational Contract Management
- Differences between project and operational-type contracts, and their management
- The Line of Balance (LOB) contract management technique
- Implementation of operational supply strategies
- Managing the service level
- Contract renewal vs. switching to a new supplier
- Action Planning

Dates: 16<sup>th</sup> – 27<sup>th</sup> October 2023

Duration: 2 Weeks

Course Costs: US\$2850/delegate

Venue: Kigali, Rwanda