



Project & Contract Management

Contract and Vendor Management

Course Introduction

Contract and vendor management in procurement are critical for several key reasons. Firstly, effective vendor management enables the evaluation and selection of suppliers based on capabilities, reliability, quality, and price, ensuring the right suppliers are chosen. Contract management allows for favourable negotiations, optimizing costs and achieving significant savings. They help mitigate risks by ensuring compliance, managing supplier performance, and resolving issues, foster strong supplier relationships, leading to improved service levels, innovation, and competitive advantages, and enhance operational efficiency, streamline procurement processes, and facilitate effective communication for better overall outcomes.

This training program is designed to provide participants with the key concepts and system approach in managing contract and vendors. This training program will highlight topics such as strategic management tools, vendor evaluation and negotiating skills, sourcing strategies, buying procedures, and contract management, establishing the framework for contract performance, managing contract risks, and contract management best practices.

Target Audience

- Procurement Manager / Supervisor
- Procurement officer / assistant
- Contracts Manager
- Purchase officer
- Vendor manager
- Supplier relationship officer

Learning Objectives

Learn how to identify actions for resolving vendor issues and disputes.

- Become familiar with the benefits and challenges of vendor management.
- Understand the successful strategies of effective vendor management.
- Obtain the knowledge and expertise in managing contracts including types of contract breach, types of remedies, and determining quantum of damages.
- Learn how strategies can be developed to improve the commercial outcomes and the management of contracts.
- Identify modern tools and techniques for dispute resolution and international conflict negotiations and apply rules of contract interpretation in project disputes.

Course Outline

• Day 01

Introduction to Vendor Management

- What is Vendor Management?
- Why is it Important?
- Vendor Management Process
- Benefits of Vendor Management
- Challenges of Vendor Management
- Vendor Management Tips for Success
- Vendor Lifecycle Management
- Phases of Vendor Lifecycle Management

- Needs Identification and Solicitation
- Vendor Management Lifecycle Best Practices
- Pillars of Effective Vendor Management

Successful Vendor-Management Strategies

- Vendor Agreements
- Evaluation of Bid Proposals
- Vendor Contract Management Process
- Creating Effective SOWs
- Contract Risk Types
- Improve Vendor Management Process

• Day 02

Managing Vendor Relationships

- Vendor Governance Practices
- Changing Controls Systems
- Escalation Management
- Negotiate with Vendors Effectively
- Ways to Efficiently Collaborate with Vendor Team
- Alternative Dispute Resolution
- General Management Skills
- Analysis
 - o Communication
 - o Critical Thinking
 - o Decision-Making

Risk

- Vendor Risks
- Risk Mitigation
- Minimising the Burden, Ramping Business

• Day 03

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- Vendor Governance Practices
- Changing Controls Systems
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- Alternative Dispute Resolution
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Risk

- Vendor Risks
- Risk Mitigation
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• Day 04

Establishing the Framework for Contract Performance

- Building a relationship for supplier performance
- Motivational techniques – carrots and sticks

- Contractor warranties
- Monitoring service performance
- Service Level Agreements
- Tools and techniques for contract default

Managing claims and disputes

- Typical contract claims – scope, delay, quality, payment
- Implementing penalties or service credits
- Liquidated and unliquidated damages
- Termination and other methods of dealing with default
- Defects Liability Management
- Dispute Resolution – Modern tools and techniques (including International Dispute Resolution)
- Contract closeout

• Day 05

Best Practices around Price and Cost issues

- Setting the supplier's agenda on costs and prices
- Cost and Price analysis methods
- Using economic price adjustment techniques
- Price transparency and cost breakdowns
- Managing the financial impact of contract variation
- Negotiation techniques for improving value for money

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
April 6, 2025	April 10, 2025	5 days	4250.00 \$	KSA - Riyadh
June 30, 2025	July 4, 2025	5 days	5950.00 \$	USA - Los Angeles
July 20, 2025	July 24, 2025	5 days	2150.00 \$	Virtual - Online
Nov. 10, 2025	Nov. 14, 2025	5 days	4250.00 \$	UAE - Dubai