



Project & Contract Management

Advanced Operations and Maintenance Contracts – Management and Supervision

Course Introduction

The Operations and Maintenance Contracts – Management and Supervision course offered by Arcan Academy is designed to equip participants with the necessary knowledge and skills to effectively manage and supervise operations and maintenance contracts. The course covers the principles and concepts of operations and maintenance contract management, including contract planning, execution, monitoring, and control. Participants will also learn effective management and supervision techniques for ensuring high-quality work and adherence to contract specifications. This program includes lectures, case studies, group discussions, and practical exercises to provide participants with a comprehensive understanding of operations and maintenance contract management and supervision.

Target Audience

- **Operations and maintenance managers and specialists:** Individuals responsible for overseeing and managing the day-to-day operations and maintenance of facilities, equipment, or systems.
- **Procurement professionals:** Individuals involved in the acquisition of goods and services, including contracts for operations and maintenance.
- **Individuals responsible for overseeing and supervising operations and maintenance contracts:** This includes project managers, contract administrators, and other professionals involved in the management and execution of contracts.

Learning Objectives

The primary goal of the Operations and Maintenance Contracts – Management and Supervision course is to equip participants with a comprehensive knowledge of the fundamental ideas and concepts involved in managing and supervising operations and maintenance contracts. Upon completion of the course, participants will possess the ability to implement their acquired knowledge in practical scenarios, comprehend efficient management and supervision strategies, communicate proficiently with stakeholders, oversee contract scope, schedule, cost, quality, resources, and risks, and grasp professional and social responsibility principles in contract management. Furthermore, participants will get

knowledge on how to guarantee the production of work of superior quality and strict compliance with contract requirements by effectively using management and oversight strategies. Successful completion of this course will equip participants with the necessary skills to effectively oversee and control operations and maintenance contracts, guarantee favourable project results, and progress in their contract management professions. This training is well-suited for those in positions of operations and maintenance management, procurement professionals, and anybody with the responsibility of overseeing and supervising operations and maintenance contracts.

Course Outline

• Day 01

Introduction to Contract Management

• **Understanding Contracts:**

- Types of contracts (fixed-price, cost-plus, time and materials)
- Key contract terms and conditions
- Contract lifecycle

• **Role of the Contract Manager:**

- Responsibilities and authority
- Ethical considerations in contract management

• **Risk Management in Contracts:**

- Identifying and assessing risks
- Risk mitigation strategies
- Risk transfer mechanisms

• Day 02

Contract Planning and Execution

• **Contract Planning:**

- Developing a contract management plan
- Defining scope, objectives, and deliverables
- Creating a work breakdown structure

• **Contract Execution:**

- Issuing purchase orders and work orders
- Monitoring and controlling contract performance
- Managing change orders and variations

• Day 03

Contract Monitoring and Control

- **Performance Measurement:**
 - Key performance indicators (KPIs)
 - Progress tracking and reporting
 - Variance analysis
- **Quality Assurance:**
 - Quality control measures
 - Inspection and testing
 - Non-conforming work management
- **Cost Control:**
 - Cost budgeting and forecasting
 - Cost tracking and analysis
 - Cost control techniques

• Day 04

Contract Dispute Resolution and Termination

- **Dispute Resolution:**
 - Dispute avoidance strategies
 - Negotiation and mediation
 - Arbitration and litigation
- **Contract Termination:**
 - Grounds for termination
 - Termination procedures
 - Consequences of termination

• Day 05

Advanced Topics in Contract Management

- **Strategic Sourcing:**
 - Supplier selection and evaluation
 - Supplier relationship management
- **Performance-Based Contracting:**
 - Incentive-based contracts
 - Balanced scorecards
- **Sustainability in Contracts:**
 - Environmental and social considerations
 - Sustainable procurement practices

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
April 21, 2025	April 25, 2025	5 days	4250.00 \$	UAE - Abu Dhabi
Aug. 10, 2025	Aug. 14, 2025	5 days	4250.00 \$	Bahrain - Manama
Oct. 6, 2025	Oct. 10, 2025	5 days	5950.00 \$	USA - Texas