

Course No. 1609

Public Sector Contract Management & Supplier Relationship Management Training Course

GOVERNMENT PROCUREMENT, SUPPLY CHAIN & LOGISTICS
GOVERNMENT & PUBLIC SECTOR

DURATION

5 Days

DELIVERY

Classroom



Course Overview

Effective contract management and supplier relationship management are critical to the success of public procurement. The responsibility of a government organization does not end when a contract is awarded and signed. The post-award phase is essential for ensuring that contractual obligations are fulfilled, performance requirements are achieved, public funds are protected, and the expected value is delivered.

Effective contract management enables public sector organizations to translate contractual requirements and specifications into measurable outcomes, monitor supplier performance, manage changes and claims, control delivery quality, and ensure compliance with contractual terms, timelines, and budgets.

This course provides a practical approach to public sector contract management and supplier relationship management, covering post-award mobilization, performance monitoring, contract changes, payments, risk management, supplier evaluation, dispute management, contract renewal, and closeout.

Participants will develop the practical skills required to build structured supplier relationships, balance contractual control with effective collaboration, improve supplier performance, manage disputes and non-compliance, reduce contractual risks, and maximize value throughout the contract lifecycle.

Objectives

- By the end of this course, participants will be able to:
- Understand the principles of public sector contract and supplier relationship management.
- Manage the post-award phase in a structured and effective manner.
- Translate contractual obligations into clear implementation plans and performance measures.
- Establish effective supplier performance monitoring mechanisms.
- Apply performance indicators and service levels to measure contractual compliance.
- Manage contract changes, variations, and contractual claims.
- Identify and assess contract implementation risks.

- Improve payment management and verification of supplier entitlements.
- Manage supplier non-compliance and underperformance.
- Apply effective supplier relationship management practices.
- Manage contractual disputes and performance issues professionally.
- Develop strategies for improving the performance of critical suppliers.
- Apply supplier evaluation and segmentation techniques.
- Manage contract renewal, extension, and closeout effectively.
- Strengthen value for money throughout the contract lifecycle.

Who Should Attend

This course is designed for Government Contract Managers, Procurement Managers, Contract Specialists, Procurement Officers, Supply Chain Managers, and Supplier Relationship Management Professionals.

It is also suitable for Project Managers, Finance Professionals, Legal and Contract Advisors, Governance and Risk Professionals, Performance Management Specialists, and managers responsible for contracts and supplier performance within government organizations.

The course is particularly valuable for managers and specialists seeking to strengthen contract lifecycle management, improve supplier performance, reduce contractual risks and disputes, and achieve sustainable outcomes from public sector contracts.

Learning Outcomes

- Upon successful completion of this course, participants will be able to:
- Manage the government contract lifecycle from award through closeout.
- Develop effective contract implementation and management plans.
- Identify contractual obligations and establish appropriate performance indicators.
- Monitor supplier performance against measurable requirements.
- Apply Service Level Agreements and monitor compliance.
- Identify contract implementation risks and develop mitigation measures.

- Manage contract variations, amendments, and change orders.
- Review contractual claims, payments, and supplier entitlements effectively.
- Manage supplier non-compliance and poor performance.
- Apply supplier evaluation and segmentation techniques.
- Build effective relationships with strategic suppliers.
- Manage contractual disputes and performance issues.
- Develop supplier performance improvement plans.
- Evaluate contract renewal, extension, and closeout decisions.
- Measure the value and performance delivered through government contracts.
- Targeted Competencies
- Public Sector Contract Management.
- Supplier Relationship Management.
- Supplier Performance Management.
- Contract Compliance Monitoring.
- Contract Risk Management.
- Contract Performance Indicators.
- Service Level Agreements.
- Contract Change Management.
- Claims Management.
- Dispute Management.
- Supplier Evaluation and Segmentation.
- Contract Payment Management.
- Contract Governance.
- Contract Lifecycle Management.
- Value for Money.

Course Outline

DAY 01

Public Sector Contract Management and the Contract Lifecycle

- Understanding public sector contract management and its role in procurement outcomes.
- Moving from contract award management to contract performance management.
- Stages of the contract lifecycle.
- Post-award mobilization and contract commencement.
- Defining roles and responsibilities between the government entity and supplier.
- Translating contractual terms into clear implementation requirements.
- Developing an effective contract management plan.
- Identifying key contractual obligations and deliverables.
- Managing contractual documents and records.
- Establishing an effective contract governance framework.

PRACTICAL APPLICATION

Developing a contract management plan from contract award through implementation.

DAY 02

Contract and Supplier Performance Management

- Principles of supplier performance management.
- Establishing contractual performance standards.
- Developing Key Performance Indicators for contracts.
- Service Level Agreements and performance requirements.
- Monitoring quality, time, cost, and delivery.
- Tracking contractual deliverables and milestones.
- Developing supplier performance reports.
- Identifying performance gaps and deviations.
- Supplier performance review meetings.
- Corrective actions and supplier improvement.

DAY 02 — CONTINUED

PRACTICAL APPLICATION

Designing a supplier scorecard and performance indicators for a government contract.

DAY 03**Contract Risk, Change and Claims Management**

- Identifying risks throughout government contract implementation.
- Operational, financial, legal, and contractual risks.
- Supplier and supply chain risks.
- Developing a contract risk register.
- Managing contract changes and amendments.
- Assessing the impact of changes on cost, time, scope, and performance.
- Managing contract change orders.
- Understanding contractual claims and appropriate response mechanisms.
- Documenting contractual events, decisions, and communications.
- Managing risks associated with delays and non-performance.

PRACTICAL APPLICATION

Analyzing a contract change and assessing its impact on cost, schedule, scope, and performance.

DAY 04**Supplier Relationship Management and Dispute Resolution**

- Understanding Supplier Relationship Management in the public sector.
- Contract administration versus strategic supplier relationship management.
- Segmenting suppliers according to importance and risk.
- Building professional and effective supplier relationships.
- Managing strategic and critical suppliers.
- Communication and negotiation during contract implementation.

DAY 04 — CONTINUED

- Addressing supplier underperformance.
- Managing supplier non-compliance.
- Managing contractual disputes, claims, and disagreements.
- Escalation and application of appropriate contractual remedies.

PRACTICAL APPLICATION

Developing a supplier relationship and performance improvement plan for a critical supplier.

DAY 05

Value Optimization, Contract Closeout and Continuous Improvement

- Measuring value for money throughout the contract lifecycle.
- Conducting final supplier performance evaluations.
- Contract renewal, extension, and re-procurement decisions.
- Managing contract termination and closeout.
- Verifying completion of contractual obligations and deliverables.
- Final payments, settlements, and financial reconciliation.
- Capturing lessons learned and contract knowledge.
- Developing supplier performance databases.
- Using supplier evaluation results in future procurement decisions.
- Benchmarking and improving contract performance.
- Developing a sustainable Supplier Relationship Management framework.

PRACTICAL APPLICATION

Developing a 90-day action plan to improve contract management and supplier performance within a public sector organization.



Register or Request More Information

Course page: <https://quest-training.com/courses/public-sector-contract-management-supplier-relationship-management-training-course>

Website: <https://quest-training.com>

Email: info@quest-training.com

Phone: +905016771440

