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Training Provider

COURSE BROCHURE

Contract Governance and Vendor Performance Management

Professional Training Course

Skillslab Training Provider
Skills for Tomorrow's World

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Course Description

Introduction

Contract Governance and Vendor Performance Management is a high-impact professional training course designed for government entities, ministries, public sector organizations, large corporations, procurement teams, contract managers, and executive professionals seeking to strengthen contract oversight, supplier accountability, operational performance, and commercial value realization. In today's complex procurement and outsourcing environment, organizations must move beyond contract administration and adopt a structured governance approach that ensures vendors deliver against agreed obligations, service levels, compliance standards, risk controls, and strategic business outcomes. This course provides participants with practical tools, governance frameworks, performance monitoring techniques, and real-world implementation methods to improve supplier performance, reduce contractual exposure, enhance transparency, and maximize value from vendor relationships. The executive-level value proposition of this program lies in enabling organizations to transform contracts from static legal documents into active management instruments that drive accountability, measurable performance, cost efficiency, service quality, and long-term institutional resilience.

Course Objectives

By the end of this training course, participants will be able to:

- Understand the principles of contract governance and their role in effective procurement, vendor management, and organizational performance.
- Establish clear contract management structures, roles, responsibilities, escalation paths, and decision-making authorities.
- Design vendor performance management systems based on service level agreements, key performance indicators, deliverables, milestones, and compliance requirements.

- Monitor supplier obligations, contract risks, performance gaps, commercial exposure, and operational dependencies.
- Develop practical mechanisms for contract review, performance reporting, issue resolution, corrective action, and continuous improvement.
- Strengthen vendor accountability through structured governance meetings, performance dashboards, audit evidence, and documentation controls.
- Manage contract variations, renewals, disputes, penalties, incentives, and termination considerations with greater confidence.
- Align contract governance practices with public sector procurement requirements, corporate governance standards, financial controls, and organizational risk management.
- Improve collaboration between procurement, legal, finance, operations, compliance, audit, and business units.
- Apply real-world contract governance tools to support better decision-making, supplier relationship management, and value realization.

Course Content

Day 1: Foundations of Contract Governance and Vendor Management

- The strategic role of contract governance in modern procurement and organizational performance.
- Differences between contract administration, contract management, supplier relationship management, and vendor performance management.
- Key contract governance principles for government entities, public sector organizations, and large corporations.
- Contract lifecycle overview: planning, award, implementation, monitoring, renewal, and closeout.
- Defining governance structures, ownership models, approval authorities, and accountability lines.
- Common contract governance failures and their impact on cost, compliance, service delivery, and reputation.
- Mapping stakeholders across procurement, legal, finance, operations, audit, compliance, and executive leadership.
- Building a contract governance model aligned with organizational strategy and procurement policy.

Day 2: Contract Obligations, Risk Controls, and Compliance Oversight

- Identifying contractual obligations, deliverables, milestones, warranties, payment terms, and compliance requirements.
- Translating contract clauses into practical monitoring actions and management controls.
- Understanding contractual risk categories: financial, operational, legal, regulatory, reputational, cybersecurity, and service continuity risks.
- Developing contract risk registers and control checkpoints.
- Managing documentation, audit trails, approval records, correspondence, and evidence of vendor performance.
- Contract compliance monitoring for public sector procurement and corporate governance environments.
- Red flags in vendor performance, scope creep, delayed delivery, non-compliance, and hidden commercial exposure.
- Practical methods for ensuring transparency, traceability, and defensible decision-making.

Day 3: Vendor Performance Management and Service Level Monitoring

- Designing vendor performance management frameworks for measurable supplier accountability.
- Developing effective service level agreements and performance indicators.
- Selecting meaningful performance measures for quality, timeliness, cost, responsiveness, compliance, innovation, and customer satisfaction.
- Building vendor scorecards, dashboards, review templates, and reporting mechanisms.
- Monitoring performance against contractual obligations and business outcomes.
- Managing underperformance through corrective action plans, improvement notices, escalation procedures, and recovery plans.
- Using performance data to support renewals, renegotiations, incentives, penalties, and vendor segmentation.
- Practical workshop: creating a vendor performance scorecard and governance review structure.

Day 4: Governance Meetings, Commercial Controls, and Issue Resolution

- Establishing effective contract governance meetings at operational, tactical, and strategic levels.

- Structuring vendor review meetings, executive steering committees, and performance improvement sessions.
- Managing contract variations, change requests, extensions, renewals, claims, disputes, and termination triggers.
- Controlling contract value leakage, unauthorized scope changes, duplicate payments, weak deliverable acceptance, and poor invoice validation.
- Strengthening collaboration between contract owners, procurement professionals, legal advisors, finance teams, and end users.
- Negotiation and communication techniques for resolving vendor issues professionally.
- Escalation pathways for high-risk contracts and critical supplier relationships.
- Practical application: developing an issue resolution and escalation matrix.

Day 5: Implementation, Continuous Improvement, and Strategic Value Realization

- Building a practical contract governance implementation roadmap.
- Aligning vendor performance management with procurement strategy, organizational priorities, and public accountability requirements.
- Developing governance policies, templates, review calendars, reporting routines, and performance improvement cycles.
- Measuring contract value realization, supplier contribution, cost savings, risk reduction, and service quality improvement.
- Preparing for internal audit, external audit, management review, and executive reporting.
- Embedding continuous improvement into vendor relationships and contract management practices.
- Using lessons learned to improve future procurement planning, contract drafting, supplier selection, and performance expectations.
- Final practical exercise: designing a complete contract governance and vendor performance management action plan.

Target Audience

This course is designed for professionals and decision-makers involved in contract management, procurement governance, vendor oversight, supplier performance, compliance, audit, and strategic sourcing, including:

- Procurement managers and procurement specialists.
- Contract managers and contract administrators.
- Vendor managers and supplier relationship managers.
- Government procurement officers and public sector contract professionals.
- Legal, compliance, and governance professionals.
- Finance managers responsible for contract payments, cost control, and commercial oversight.
- Internal auditors and risk management professionals.
- Project managers and operations managers overseeing outsourced services.
- Executive leaders responsible for supplier performance, service delivery, and organizational accountability.
- Professionals involved in contract renewals, supplier evaluation, procurement transformation, and performance improvement.

Course Requirements

Participants do not need advanced legal expertise to attend this course. However, a basic understanding of procurement, contracts, vendor relationships, project delivery, or organizational operations will help participants gain maximum value from the program. Participants are encouraged to bring examples of contract management challenges, vendor performance issues, service level concerns, or governance gaps from their own work environment for discussion and practical application.

Training Methodology

This training course uses a practical, executive-focused, and application-driven methodology designed to help participants move from theory to implementation. The program combines expert-led instruction, real-world case studies, structured discussions, group exercises, governance templates, vendor performance tools, and scenario-based learning. Participants will examine contract governance challenges commonly faced by government entities, ministries, public sector organizations, large corporations, and regulated industries. The

course emphasizes practical implementation, decision-making, performance monitoring, risk control, and measurable improvement. Throughout the program, participants will develop tools and action plans that can be adapted directly to their organizational context.

Learning Outcomes

Upon successful completion of this course, participants will be able to:

- Build and apply a structured contract governance framework.
- Improve vendor performance monitoring through clear indicators, service levels, dashboards, and reporting tools.
- Translate contract obligations into practical management controls and audit evidence.
- Identify and manage contract risks before they become financial, operational, or reputational issues.
- Strengthen accountability across procurement, legal, finance, operations, compliance, and vendor teams.
- Conduct effective vendor review meetings and governance discussions.
- Address underperformance using corrective actions, escalation procedures, and documented improvement plans.
- Support better contract renewal, renegotiation, dispute management, and supplier evaluation decisions.
- Reduce value leakage, non-compliance, poor service delivery, and unmanaged contractual exposure.
- Implement a practical contract governance and vendor performance management roadmap within their organization.

Instructor Profile

The training will be delivered by an internationally certified expert with extensive practical and consulting experience. The instructor brings deep knowledge of contract governance, procurement management, vendor performance, supplier relationship management, risk control, compliance oversight, and organizational improvement. The instructor's approach combines strategic insight with hands-on implementation methods, enabling participants to apply the course concepts directly within government entities, public sector organizations, large corporations, and complex institutional environments.

Contact Us

For registration inquiries, upcoming dates, or group pricing, please contact us:

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