



Consulting and Training | Reach New Heights

Course Name

Vendor, Contract & Service Provider Management for General Services

Sector Name

Procurement & Supply Chain Operations

Document Type

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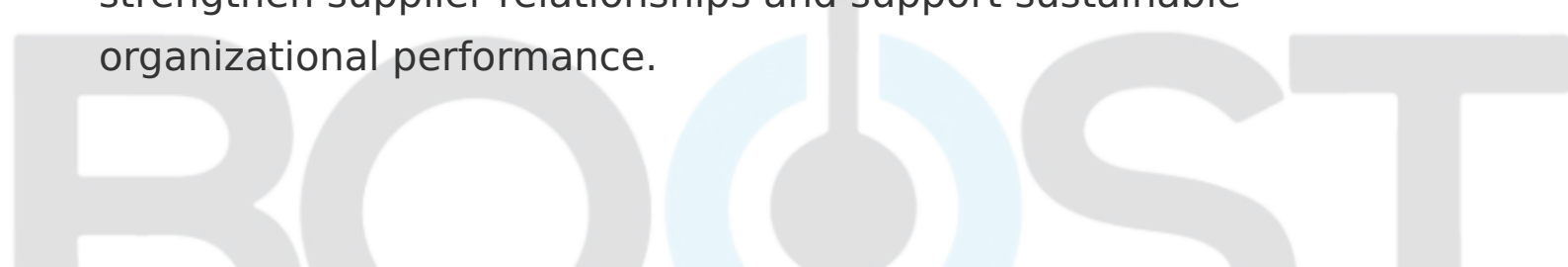


Vendor, Contract & Service Provider Management for General Services

Course Introduction

Effective vendor, contract, and service provider management have become a critical success factor for organizations seeking to deliver high-quality general services while optimizing costs, mitigating risks, and ensuring operational continuity. As organizations increasingly rely on external service providers for facilities, maintenance, logistics, security, transportation, and administrative support, managing supplier relationships strategically is essential to achieving operational excellence and maximizing value throughout the contract lifecycle.

Designed by **Boost Consulting & Training**, this comprehensive program equips participants with knowledge, practical methodologies, and international best practices required to effectively manage vendors, contracts, and service providers within General Services operations. Participants will learn how to plan procurement requirements, evaluate suppliers, administer contracts, monitor service delivery, measure vendor performance, manage contractual risks, and establish governance practices that strengthen supplier relationships and support sustainable organizational performance.



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Vendor, Contract & Service Provider Management for General Services

Target Audience

- ✓ General Services Managers and Supervisors
- ✓ Procurement and Contracts Professionals
- ✓ Facilities Management Professionals
- ✓ Administration Managers
- ✓ Vendor Relationship Coordinators
- ✓ Professionals responsible for outsourced service management

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Learning Objectives

- ✓ Understand the strategic role of vendor and contract management in General Services.
- ✓ Develop effective vendor selection and contract management processes.
- ✓ Strengthen service provider performance through structured monitoring and evaluation.
- ✓ Apply contract administration and risk management best practices.
- ✓ Measure vendor performance using service level agreements and key performance indicators.
- ✓ Build sustainable supplier relationships that support operational excellence.

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Course Outline

✓ Day 01

Foundations of Vendor & Contract Management

Vendor Management Fundamentals

- ✓ Strategic role of vendors in General Services
- ✓ Types of service providers and outsourcing models
- ✓ Principles of effective supplier relationship management

Contract Management Essentials

- ✓ Contract lifecycle fundamentals
- ✓ Roles and responsibilities in contract administration
- ✓ Legal and operational considerations in service contracts

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Course Outline

✓ Day 02

Planning and Contract Development

Vendor Selection and Evaluation

- ✓ Defining business and service requirements
- ✓ Supplier evaluation and qualification criteria
- ✓ Vendor selection methodologies

Contract Planning and Development

- ✓ Developing contract scope and service specifications
- ✓ Establishing Service Level Agreements (SLAs)
- ✓ Defining performance expectations and responsibilities

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Course Outline

✓ Day 03

Contract Administration and Service Delivery

Managing Contract Execution

- ✓ Contract implementation and mobilization
- ✓ Coordinating vendor activities
- ✓ Managing contract variations and changes

Service Provider Relationship Management

- ✓ Building collaborative supplier partnerships
- ✓ Communication and issue resolution
- ✓ Managing delivery service challenges

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Course Outline

✓ Day 04

Performance Management and Continuous Improvement

Vendor Performance Measurement

- ✓ Developing vendor performance indicators
- ✓ Monitoring service quality and compliance
- ✓ Conducting supplier performance reviews

Continuous Improvement

- ✓ Improving vendor performance through feedback
- ✓ Managing corrective and preventive actions
- ✓ Driving operational efficiency through supplier collaboration

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Course Outline

✓ Day 05

Governance, Risk Management & Future Trends

Contract Governance and Risk Management

- ✓ Governance frameworks for vendor management
- ✓ Managing contractual, operational, and compliance risks
- ✓ Ethical procurement and supplier accountability

Strategic Vendor Management

- ✓ Digital transformation in supplier management
- ✓ Building long-term strategic partnerships
- ✓ Developing a sustainable vendor and contract management roadmap

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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
Aug. 16, 2027	Aug. 20, 2027	5 days	4250.00 \$	UAE , Dubai

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