

# CONTRACT ADMINISTRATION FROM AWARD TO COMPLETION

**IN-HOUSE TRAINING PROGRAM OUTLINE (2 days)**

## 5 REASONS WHY THIS IS PROBABLY A MUST ATTEND TRAINING ON CONTRACT ADMINISTRATION?

1. First of all this program is worth your money, because you will discover **knowledge & strategies that are practical, simple to use & flat out work**. If you were to get only 1 idea that will help to avoid the next contract delay, change or completion on time, it will be worth much more than what you invest for this program.

"At the beginning I thought it is worth coming to this course but now or after attending I am damn sure it is worth every penny."

-Tariq Khamis - Head of Contracts  
- Oman Airports Management

"Gained a great deal of understanding that is practical and not simply from books"

-Jonathan Cunningham -  
Subcontracts Manager - Leighton Offshore

2. Second, this training program is conducted by **ROBI BENDORF - Nicknamed "True Guru of Purchasing"** by one of our clients.

"I was extremely happy with ... the delivery and for the first time in a decade or so of attending trainings in the region I am greatly satisfied"

-Mohammed Khaled Al Gussyer - Senior Buyer - SABIC



3. The Contract Administration: From Award to Completion has been attended by hundreds of people and almost all of them would recommended their peers to attend.

"Excellent program - A must to attend. Collected precious gems."

- Cheeng K.M - Procurement Specialist - Petron Fuel International

"You better join this course or you will regret it."

- Azaharuel Zais b. Ismail - Assistant Director - Inland Revenue Board of Malaysia

"... Go for it and send as many others from your organisationd."

- Shahyul Rahman - Counsel - Attorney General's Chambers Brunei Darussalam

### OTHER TRAININGS

*Advanced Strategies to Negotiate Lower Prices with Suppliers*

*Advance Category Management*

*RFX & Tender Management Best Practices*

*Purchasing Contracts Terms & Conditions*

*From Tactical to World Class Procurement*

*Cost Price Analysis in Procurement & Contracts*

*Supplier Qualification and Performance Measurement*

*Supplier Risk Management*

*Supply Chain Transformation*

*Technology Contracting Negotiations*

*Supply Chain Digitalization*

*Resisting Price Increases and Implementing Cost Improvement Initiatives*

*Developing Excellence in Indirect Procurement*

*Strategic Sourcing and Supply Relationship Management*

*Advancing Inventory Management & Demand Planning*

*Leadership for Supply Chain and Procurement*

*Effective Relationships with Third Party Logistics Providers*

*Mini MBA for Procurement Professionals*

*Aligning Procurement, Finance Concepts & Organizational Strategies*

*Purchasing & Procurement Management Leadership*

## THE FINAL 2 REASONS...

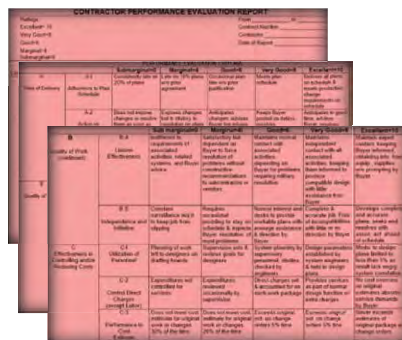
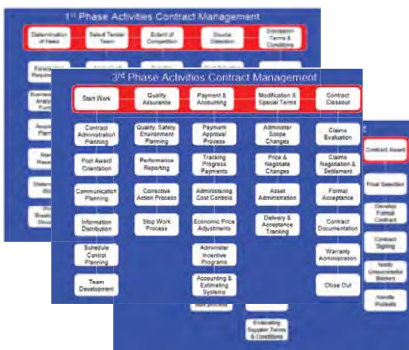
### PRACTICAL DISCUSSIONS, EXERCISES, CHECKLISTS & TEMPLATES

#### 4. Case Studies, Individual & Group Exercises and Discussions

- Group Exercise On How To Develop A List Of Measurements For Supplier Contract Performance?
- Group Discussion where after discussing with each other, the group will present examples of newly defined risk after the contract was awarded and the potential responses to that risk.
- Individual Exercise Where You Would Determine the fairness of a price change for additional services quoted by a supplier.
- Group Discussion where you will discuss actual experiences in contract termination when the cause was not the fault of the seller but for the convenience of the buyer.
- Group Exercise Regarding what should be covered in the inspection and acceptance sections of the contract?
- Case Study - How To Deal with Supplier's Request for Price Increase after Contract has Been Awarded?

#### 5. Complete with Checklists, Samples/Templates & Step By Step Instructions

- Checklist of 3 Phases of the Contract Management Process with all the steps in each phase.
- Checklist of 19 Important Elements of Contract Administration
- Who Are the Key Players During Contract Administration Process?
- The 3 Types of Statement of Works (SOWs)? When to Use Each Of Them?
- How to Develop Step By Step a Work Breakdown Structure (WBS)?
- 4 Pages Template of Post Award Conference Record
- Contractor Performance Evaluation Report Sample & Performance Evaluation Criteria
- 22 Categories of Contracts Risks & the 4 Responses to Each
- The 3 Types of Progress Payments & How to Manage Them?
- Checklist for Contract Closure 4 Pages Template of Post Award Conference Record



## WHAT OTHER CLIENTS SAY ABOUT ROBI...

*"The whole content was insightful, complete with practical examples & solutions. Robi really shares his experiences away."*

- Procurement Manager, IPC Malaysia B. V.



*"A practical knowledgeable Trainer. Related examples to real scenarios and happened and gets them correlate with one's own working"*

- Digant Kumar Jhanji - Deputy Procurement Manager, HPCL Mittal Energy Ltd (HMEL), India



*"Frank, real, practical procurement experiences."*

- Ransavith John Ahwang - Procurement Manager JX Nippon Oil & Gas Exploration (M) Ltd, Malaysia

*"I must say 'You shall not miss this'. It is a 'MUST' to attend!"*

- Sukri Bin Morshidi - Sr. Exec. Procurement JX Nippon Oil & Gas Exploration (M) Ltd, Malaysia



*"I attended the course with the fear that this would be a math session where all we did was do math exercises. I was extremely happy with the material & the delivery and for the first time in a decade or so of attending trainings in the region I am greatly satisfied"*

- Mohammed Khaled Al Gussyer - Logistic Manager Saudi Basic Industries Corporation



*"Best practices based in industry business case that is practical and able to be applied. Excellent training for purchasing professional to attend to enhance commercial and negotiation skills. Obtained and learned a lot on price analysis and supplier pricing strategy."*

- Wendy Tan - Purchasing Manager Scania, Malaysia



*"Easy Language, practical. Go for it. Now, I know how suppliers work on their costing."*

- Nur Salina Saaya - Procurement Executive Petronas Nasional Berhad (PETRONAS), Malaysia



## PROGRAM SUMMARY

It is a well known fact that the best tendering and contract writing is of limited value if the contract is not carefully administered from award to completion. World-class organizations view the application of best practices in contract administration as being essential skill sets needed by all employees involved in the contract management process.

The participant will be guided through the many steps of contract administration from the time the award is made through to the final acceptance, payment, and the contract close out so that the total objectives of entering into the contract are achieved. This program is designed to present contract administration as more than just a job or activity but as an important profession essential to the organization's ability to meet its goals.

"Superb. Got many ideas to enhance our contract management practice."

-Bazilah bt. Baharuddin - Executive - National Heart Institute, Malaysia

## TRAINING METHODOLOGY

This course will combine a variety of instructional methods including lecture by an experienced practitioner and consultant, exercises, and group discussions covering current practices and their relationship to the implementation of new concepts.

"There were a lot of examples given and samples can be used in real life. Further, Mr. Bendorf's vast experience was informative and useful in putting things in context."

-Shahyuzul Rahman - Counsel - Attorney General's Chambers, Brunei

## WHO SHOULD ATTEND?

- Contract Administrators, Project Coordinators, Contracts Officers and Managers, Engineering Project Managers, Construction Managers, Tenders Managers, Buyers, Procurement/Purchasing Managers, Project Managers.
- Maintenance Managers and Systems Managers and all others in organizations whose leadership want world-class skills sets in those involved in contract management activities.
- The program is a great way to develop those new to the function, prepare for a major project, or useful as a refresher for veterans.



## BENEFITS OF ATTENDING

- Achieving Reduced Total Cost Of Ownership From Better Contract Management
- Increased Confidence In Dealing With Contract Issues
- Greater Ability To Lead Contracts To Successful Conclusions
- How to Provide Better Outcomes from Contracts?
- Important Elements Of Contract Administration
- Contract Monitoring Techniques
- How To Get Fair Treatment In Contract Changes
- Contract Termination Issues
- How To Prepare For Claims And Disputes
- Review Acceptance And Contract Close Out Issues
- The Inputs And Outputs In Contract Administration

"The course was valuable to me, and from the good reputation that you have it as well, of course we feel good."

-Khalid A. Al-Mulhim - Specialist Buyer of Raw Material Saudi Basic Industries Corporation (SABIC)



"It's quite expensive but it's worth every penny."

-Farah Adhela Zulkiflee - Business Development Executive - Integrated Petroleum Services Sdn Bhd, Malaysia

"Highly recommended [to attend] as it's an eye opener to things that we never knew how to tackle in real life scenario."

-Ronald Koh - Procurement Supervisor - Petron, Malaysia

## PROGRAM OUTLINE

### 1. Effective Contract Administration

Segment 1 sets the stage for the program and emphasizes that with the ever-increasing quantity of outsourcing by organizations, Contract Administration is emerging as a critical competency for professionals and managers in most functional activities.

- Objectives Of Contract Administration
- The Most Critical Elements
- Skill Sets
- Key Players In Contract Administration
- Typical Inputs To Contract Administration

#### Group Exercise

What are the areas in which a contract administrator should have knowledge?



### 2. Analysis of the Contract

Segment 2 focuses on the issues of understanding what the contract covers and the challenges that will be faced in its proper administration.

- Starting The Contract File
- Understanding the Statement of Work and Establishing Major Deliverables
- Post Award Conference

#### Group Exercise

Discuss an example of a clause that caused a dispute with a value of over 2 Million Dollars.

### 3. Typical Outputs of Contract Administration

Segment 3 Reviews the typical outputs of good contract administration and establishes additional responsibilities for those having contract management responsibilities.

- Forecasting Performance
- Monitoring Progress
- Risk Analysis
- Responses To Risk

#### Group Discussion

The group will present examples of newly defined risk after the contract was awarded and discuss the potential responses to that risk.

### 4. Maintaining Schedules & Dealing with Changes

Segment 4 presents solutions to two of the major issues in contract administration which are on time delivery and controlling the impact of changes.

- Expediting Techniques
- Contract Changes
- Example Changes Clause
- Requesting Cost Breakdowns
- Types of Cost that Make up Price
- Evaluating Price Changes

#### Individual Exercise

Determine the fairness of a price change for additional services quoted by a supplier.

### 5. Issues In Contract Performance

Segment 5 explores the reality that contracts do always end in the way that the parties contemplated in the beginning.

- Force Majeure
- Liquidated Damages Clause
- Types Of Contract Termination
- Breach Of Contract

#### Group Discussion

The group will discuss actual experiences in contract termination when the cause was not the fault of the seller but for the convenience of the buyer.

### 6. Acceptance and Close Out

Segment 6 will discuss many aspects of the final phases of the contract to insure that the reasons for entering into the contract were in fact accomplished.

- Final Acceptance
- Claims And Disputes
- Close Out Procedures
- Post Contract Review Meeting

#### Group Exercise

What should be covered in the inspection and acceptance sections of the contract?



## World Class Instructor Profile



### ROBI BENDORF

CPSM, MCIPS, Lifetime C.P.M., M.ED

Robi has over 35 years of purchasing and sales experience, involving domestic and international activities, for a broad range of manufacturing and service businesses. He has extensive experience in consulting & training in purchasing, contracts, reengineering the supply management process, the management of procurement functions, global sourcing of materials and components, reducing cost of purchased materials and services, and negotiation of complex transactions and contracts.

He has held purchasing and contracts management positions in high volume manufacturing, subcontract, job shop, and service operations, involving gas turbine manufacturing, power generation, nuclear and fossil power plants, electrical distribution and control, air conditioning equipment and global sourcing services.

Prior to becoming a full-time consultant in 1994, he served as Manager of Customer and Supplier Development for the Westinghouse Trading Company. He has given presentations on numerous purchasing and contract management topics to the Institute for Supply Management (ISM/NAPM), major universities, and numerous in-house seminars for industrial & services clients in the US and over 170 public seminars internationally.

He was selected to present seminars at the last 17 Institute for Supply Management International Conferences and is the contributor of numerous articles published in Purchasing Today and Inside Supply Management. Robi was selected as ISM's National Person of the Year in both Global Resources and in Education/Learning.

#### Some of Robi's numerous clients are:

Clients include Ethicon Endo Surgery (Division of J&J), Knoll Furniture, Florida State University, Duquesne University, American Air Filter, Tippins Steel, Dormont Manufacturing, Medrad Medical, Westinghouse Electric Corporation, The Elliot Company, IDEX, Blue Cross Blue Shield of Minnesota, SAE International, Bettis Atomic Power, Industrial Scientific, C-COR Electronics, Allegheny Teledyne, Duquesne Power & Light, Ferno-Washington, Johnson & Johnson Medical, Human-I-Tees, Sony, American Video Glass, Stanley Furniture, Mannesmann Rexroth, Atlantic Packaging Company, The Walt Disney Company, Total Safety Inc, Calgon Carbon, Argo-Tech, Piper Aircraft, Vistakon (Div of J&J), NCS Pearson, Ohio Wholesale Company, Schering - Plough, Curtiss-Wright Electro Mechanical Corp., DePuy Orthopaedics, Alcon Labs, Graco, Cordis (Div of J&J), Chevron Texaco, the Institute for Supply Management, U.S. Fuel Division of Westinghouse Electric Company, the Russell Corporation, JC Penney Company, Centocor (Div. of J & J), GKN Aerospace, IDL Merchandising Solutions, Creative Technology, Allegheny Energy, Bre Properties the American Society of Materials, Animal Rescue League, Petronas.

Robi is a lifetime C.P.M., and has received ISM's new certification, the CPSM, and also holds the MCIPS Certification as awarded by CIPS. He has an undergraduate degree from the University of Texas, and a Masters Degree from Penn State University.

**His energetic and enthusiastic style, combined with extensive functional experience, makes him an excellent consultant, trainer, and facilitator of change.**

### HERE'S WHAT OTHERS SAY ABOUT ROBI:



*"Robi had delivered the training in a very effective manner and opened my eyes... about how important cost analysis is."*

- Cheok long Jer - Procurement Engineer  
- Hanwah Q-Cells Malaysia



*"Trainer is very knowledgeable & experienced."*

-Janice Wong - AVP Procurement - HSBC Bank



*"[I liked] the examples given and the comprehensive handouts. Detailed explanation. Very useful for future reference. Just go and attend."*

-Tamilarasan Anjan - Senior Procurement Engineer Xyratex Malaysia (Seagate)



*Robi has covered my concerned areas. Doing the exercises makes learning more easy to absorb."*

-Juraida Abd Jalil - Expense Reduction Analysts



*"He [Robi] is very knowledgeable and enlightened me with the right fundamentals of cost analysis."*

- Amberina Gee Shwu Chyn - Procurement Specialist Prudential Services Asia



*"Very Practical training course that providing more insight on carrying out an effective procurement price/cost analysis."*

- Leong Shiao Mei - Procurement Project Specialist - Xyratex Malaysia (Seagate)



*"I feel so refreshed knowing I've learned new tools that could be applied in my work."*

- Fadzillah Md.Fadzil - Lead Procurement Analyst  
- Tenaga Nasional Berhad



*"I attended the course with the fear that this would be a math session where all we did was do math exercises. I was extremely happy with the material and the delivery and for the first time in a decade or so of attending trainings in the region - I am greatly satisfied!"*

-Mohammed Khaled Al Gussyer  
- Logistics Manager