MAWA EVENTS

Address: No. 857, Block A2. Leisure Commerce Square - No 9., 46150 Petaling Jaya, Selangor, Malaysia

Phone: +601116373203 | **Email:** info@mawaevents.net

MANAGING & ADMINISTERING THE CONTRACTS & SUPPLIER / CONTRACTOR RELATIONSHIP

"Optimizing Performance, Mitigating Risks & Strengthening Commercial Partnerships"

Schedule

Date	Venue	Fees (Face-to-Face)
18 – 22 May 2026	Dubai, UAE	USD 3495 per delegate
20 – 24 Dec 2026	Doha, Qatar	USD 3495 per delegate

► **Available delivery methods:** Face-to-Face & Online Training

Introduction

In today's dynamic business environment, successful contract administration and supplier relationship management are essential for achieving operational excellence, reducing risks, and maximizing value from third-party engagements. Mismanaged contracts or supplier issues can lead to project delays, cost overruns, compliance failures, and strained partnerships.

This comprehensive five-day training provides a structured approach to managing contracts and contractor/supplier relationships. It covers the full lifecycle of contract administration, from negotiation to close-out, while emphasizing proactive relationship management strategies that foster collaboration, accountability, and sustained performance.

Objectives

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

- Interpret, manage, and administer commercial contracts effectively
- Monitor supplier performance and enforce contract obligations
- Apply best practices in relationship management and dispute resolution
- Identify and manage contractual and operational risks
- Align contract outcomes with strategic procurement goals

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Why Attend

- To reduce contractual disputes and improve supplier compliance
- To enhance collaboration and value delivery from suppliers/contractors
- To mitigate procurement risks through robust contract management practices
- To ensure legal and regulatory compliance across contracts
- To elevate internal capabilities in managing high-value, high-risk agreements

Target Audience

This program is designed for:

- Contract managers, procurement officers, and supply chain professionals
- Vendor managers and sourcing specialists
- Project managers and commercial advisors
- Legal, compliance, and finance officers involved in contract oversight
- Department heads engaging with external suppliers and contractors

Individual Benefits

Key competencies that will be developed include:

- Contract lifecycle management
- Supplier performance monitoring and scorecarding
- Negotiation and issue resolution
- Strategic relationship development
- Legal and commercial risk awareness

Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Improved contract administration standards and performance monitoring
- Strengthened supplier and contractor accountability
- Reduced legal disputes and unplanned expenditures
- Enhanced value from third-party relationships
- Alignment of supplier performance with strategic goals and KPIs

Instructional Methodology

The course follows a blended learning approach combining theory with practice:

- Strategy Briefings – Key concepts in contract lifecycle, supplier governance, and commercial risk
- Case Studies – Lessons from real-world contract disputes and successful partnership models
- Workshops – Drafting KPIs, conducting performance reviews, and handling breaches
- Peer Exchange – Cross-sector insights on managing contractors and vendors
- Tools – Checklists, performance scorecards, escalation protocols, and risk registers

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Course Outline

Detailed 5-Day Course Outline

Training Hours: 7:30 AM – 3:30 PM **Daily Format:** 3–4 Learning Modules | Coffee breaks: 09:30 & 11:15 | Lunch Buffet: 01:00 – 02:00

Day 1: Foundations of Contract & Supplier Management

- Module 1: Introduction to Contract Lifecycle Management (07:30 – 09:30) • Key phases: initiation, execution, performance, close-out • Roles and responsibilities of contract administrators • Interdependencies between legal, finance, and procurement
- Module 2: Types of Contracts and Key Clauses (09:45 – 11:15) • Fixed-price, cost-plus, service level, and performance-based contracts • Payment terms, deliverables, penalties, and dispute resolution clauses • Reading and interpreting contractual terms
- Module 3: Workshop – Contract Risk Mapping (11:30 – 01:00) • Identifying high-risk clauses and hidden liabilities • Categorizing and scoring risks
- Module 4: Peer Exchange – Contract Challenges in Your Sector (02:00 – 03:30) • Industry-specific risks and compliance issues • Group discussion and mitigation strategies

Day 2: Contractor & Supplier Relationship Management

- Module 5: Principles of Supplier Relationship Management (07:30 – 09:30) • Collaborative vs. transactional relationships • Segmentation: strategic, critical, and tactical suppliers • Communication, alignment, and trust-building
- Module 6: Performance Monitoring & SLAs (09:45 – 11:15) • Key performance indicators (KPIs) and service level agreements (SLAs) • Contract compliance tracking tools • Scorecards and balanced scorecards
- Module 7: Workshop – Drafting Supplier KPIs (11:30 – 01:00) • SMART objectives linked to contractual obligations • Monitoring timelines and escalation triggers
- Module 8: Managing Cultural and Operational Differences (02:00 – 03:30) • Cross-border contracting and international supplier engagement • Handling time zones, local laws, and communication gaps

Day 3: Risk Management and Compliance

- Module 9: Contractual Risk Identification (07:30 – 09:30) • Common sources of contract failure and disputes • Project risks, liability caps, indemnity, and insurance • Regulatory and anti-bribery considerations
- Module 10: Legal and Ethical Compliance (09:45 – 11:15) • Confidentiality, IP protection, and data privacy • Contractual due diligence and audit rights • Anti-corruption and ESG clauses
- Module 11: Workshop – Contract Compliance Assessment (11:30 – 01:00) • Practical review of compliance with contract terms • Identifying and addressing gaps
- Module 12: Tools for Managing Risks (02:00 – 03:30) • Risk registers, issue logs, and compliance checklists • Stakeholder involvement and early warning systems

Day 4: Dispute Resolution & Contract Administration Excellence

- Module 13: Handling Breaches and Disputes (07:30 – 09:30) • Early warning signs of failure to perform • Root cause analysis and corrective actions • Informal resolution, mediation, arbitration
- Module 14: Escalation and Communication Protocols (09:45 – 11:15) • Issue management framework • Roles and lines of escalation • Communicating delays and variances
- Module 15: Workshop – Building a Dispute Resolution Plan (11:30 – 01:00) • Realistic dispute scenarios • Role-playing negotiations and resolutions
- Module 16: Managing Contract Amendments and Extensions (02:00 – 03:30) • Change orders and scope management • Contract renewals and re-negotiations

Day 5: Strategic Supplier Engagement and Close-out

- Module 17: Strategic Contracting and Supplier Alignment (07:30 – 09:30) • Aligning supplier KPIs with business strategy • Long-term value creation from partnerships • Joint improvement initiatives

- Module 18: Contract Close-out and Lessons Learned (09:45 – 11:15) • Documenting completion, lessons learned, and performance evaluation • Post-contract audits and knowledge transfer • Contract file management and retention
- Module 19: Final Group Exercise – Supplier Relationship Plan (11:30 – 01:00) • Designing a relationship governance structure • Assigning accountabilities and success metrics
- Module 20: Certification Wrap-up & Action Planning (02:00 – 03:30) • Self-assessment and key takeaways • Creating an action plan for immediate implementation • Closing remarks and certificate distribution

Certification

Participants will receive a Certificate of Completion in Managing & Administering Contracts & Supplier/Contractor Relationship, validating their expertise in lifecycle contract management, supplier performance optimization, and risk mitigation.

Why Choose MAWA Events

- **Global Expertise:** More than 17 years of experience in professional training and consulting.
- **Industry-Leading Faculty:** Courses delivered by seasoned professionals with hands-on experience.
- **Practical Insights:** Learn to turn theory into actionable strategies for real-world business impact.
- **Client-Focused Solutions:** Customized programs designed to achieve your organisation’s unique goals.

In-House / Customized Training Interested in running this course for your team? Please contact us:	TEL: **+601116373203**	EMAIL: **info@mawaevents.net**

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