

CREATING VALUE THROUGH LTSA (LONG-TERM SERVICE AGREEMENTS)

“Maximizing Operational Efficiency and Cost Savings with Strategic LTSA Management”

Schedule

Date	Venue	Fees (Online)
30 Jul 2026	Online	USD 450 per delegate

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

Introduction

Long-Term Service Agreements (LTSA) are powerful tools for ensuring consistent operational performance, reducing lifecycle costs, and building strategic partnerships with service providers. Properly structured LTSAs help organizations optimize maintenance, extend equipment life, and achieve predictable budgeting.

This intensive 1-day online course provides participants with practical knowledge and strategies to create value through LTSAs. Participants will learn how to design, implement, and manage service agreements that align with organizational goals, enhance reliability, and improve cost efficiency.

Objectives

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

- Understand the concept, benefits, and structure of LTSAs
- Develop and negotiate effective service agreements
- Optimize cost, performance, and reliability through LTSA management
- Monitor and evaluate supplier performance and contract compliance
- Integrate LTSAs into maintenance and operational planning
- Apply strategies to maximize long-term value for the organization

Why Attend

- Learn to leverage LTSAs for operational efficiency and cost reduction
- Understand best practices in contract management and service delivery
- Improve collaboration with service providers and stakeholders
- Gain practical tools to monitor performance and achieve KPIs
- Enhance decision-making and long-term strategic planning

Target Audience

This program is designed for:

- Maintenance, reliability, and operations managers
- Asset and lifecycle management professionals
- Procurement and contract managers
- Project managers and engineers involved in service agreements
- Professionals responsible for budgeting, cost optimization, and supplier management

Individual Benefits

Key competencies that will be developed include:

- Ability to structure, negotiate, and implement LTSAs
- Skills to monitor supplier performance and contract compliance
- Knowledge of cost-benefit optimization for service agreements
- Enhanced strategic planning and decision-making capabilities
- Practical understanding of risk management within LTSAs

Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Improved operational efficiency and equipment reliability
- Optimized lifecycle cost management through strategic LTSAs
- Enhanced supplier relationship management and accountability
- Better planning, execution, and monitoring of service agreements
- Stronger organizational performance and sustainable value creation

Instructional Methodology

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

- Strategy Briefings - Principles, structure, and benefits of LTSAs
- Case Studies - Examples of successful LTSA implementation
- Workshops - Exercises on agreement design, negotiation, and performance monitoring
- Peer Exchange - Group discussions on challenges and lessons learned
- Tools - Templates for LTSA contracts, KPI tracking, and performance dashboards

Course Outline

Detailed 1-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: Creating Value through LTSA

Module 1: Introduction to LTSAs (07:30 – 09:30)

- Definition, objectives, and benefits of LTSAs
- Types of service agreements and contract structures
- Strategic importance for operations and maintenance

Module 2: Designing and Negotiating LTSAs (09:45 – 11:15)

- Key contract components and clauses
- Negotiation strategies and best practices
- Risk allocation and performance expectations

Module 3: Monitoring and Managing Performance (11:30 – 01:00)

- Key Performance Indicators (KPIs) for LTSAs
- Supplier evaluation and compliance monitoring
- Reporting, audits, and continuous improvement

Module 4: Workshop – LTSA Implementation Plan (02:00 – 03:30)

- Developing a practical LTSA strategy
- Aligning agreements with organizational goals
- Q&A and action planning

Certification

Participants will receive a Certificate of Completion in Creating Value through LTSA (Long-Term Service Agreements), validating their expertise in designing, implementing, and managing service agreements to enhance operational efficiency and long-term value.

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