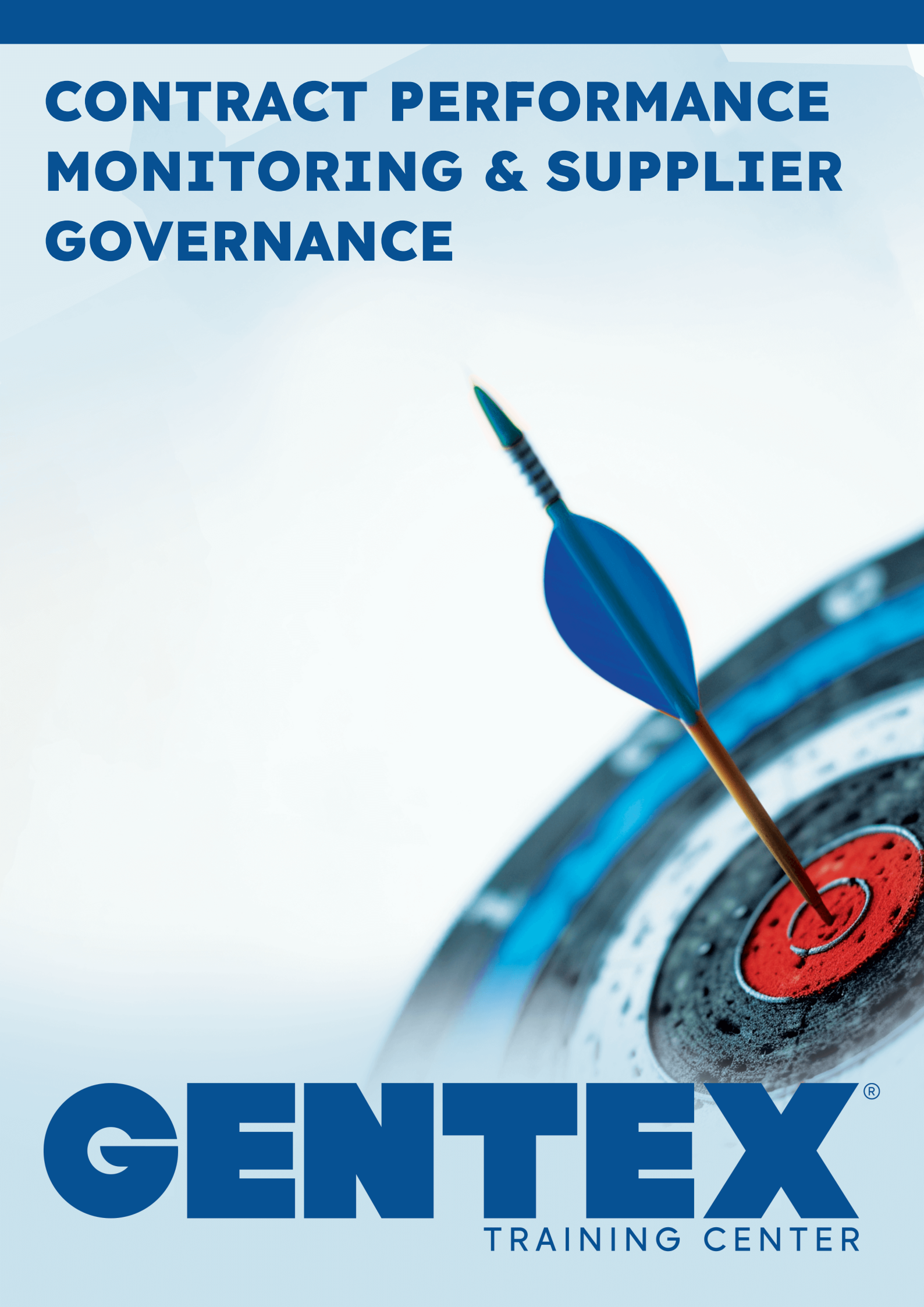
CONTRACT PERFORMANCE MONITORING & SUPPLIER GOVERNANCE



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Introduction

Contract Performance Monitoring & Supplier Governance Training Course addresses the gap between signing a contract and getting what it promised. Many organizations negotiate well and then manage poorly, allowing service levels to slip, costs to creep, and disputes to grow. This programme builds the governance structures and measurement systems that keep suppliers accountable. Participants learn how to set key performance indicators, run contract review meetings, manage variations, and escalate underperformance before it becomes a breach. Furthermore, the course covers obligations tracking, payment linkage to performance, and relationship governance across multiple stakeholders. In addition, it addresses exit and transition planning. As a result, attendees can protect contract value after signature.

Contract Performance Monitoring & Supplier Governance Course Objectives

- Build a contract management plan that tracks obligations, deliverables, and milestones.
- Design key performance indicators and service level agreements with clear remedies.
- Establish governance structures with defined roles, meeting cadence, and reporting lines.
- Monitor performance using supplier scorecards and performance dashboards.
- Conduct structured contract review meetings and document outcomes.
- Manage contract variations, change requests, and scope adjustments formally.
- Apply escalation and dispute resolution procedures before performance becomes a breach.
- Link payment milestones and incentives to verified performance.
- Identify and manage contract risk, including compliance, financial, and continuity exposure.
- Plan exit, transition, and knowledge transfer at contract end.

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Course Methodology

- Case studies on contract disputes, scope creep, and governance failures.
- Hands-on exercises in contract management plans and KPI design.
- Role-play of contract review meetings and escalation conversations.
- Group work on variation control and obligation tracking registers.
- Simulation of supplier failure and transition planning.

Who Should Take This Course

- Contract and commercial managers.
- Procurement and category managers.
- Supplier governance and vendor management officers.
- Project and programme managers overseeing contracts.
- Legal and compliance staff supporting contract delivery.
- Finance staff managing payment milestones.
- Operations managers accountable for supplier delivery.

Contract Performance Monitoring & Supplier Governance Course Outlines

Day 1: Contract Management Foundations

- The gap between contract award and contract delivery.
- The contract management plan and its contents.
- Obligation registers and deliverables tracking.
- Roles and responsibilities: contract owner, manager, and administrator.

- Post-award kick-off meetings and mobilisation.
- Records, documentation, and audit trails.
- Workshop: building a contract management plan for a services contract.

Day 2: Performance Measurement and KPIs

- Translating contract requirements into measurable indicators.
- Key performance indicators for quality, cost, delivery, and compliance.
- Service level agreements, targets, and remedies.
- Supplier scorecard design and weighting.
- Data collection, validation, and reporting frequency.
- Balanced scorecard logic applied to contract performance.
- Exercise: designing a KPI set and scorecard for a facilities contract.

Day 3: Governance Structures and Review Meetings

- Governance models: single owner versus joint governance boards.
- Meeting cadence: operational, tactical, and strategic reviews.
- Agenda design and performance reporting packs.
- Documenting decisions, actions, and accountabilities.
- Stakeholder management across procurement, operations, and finance.
- Managing competing priorities and internal alignment.
- Role-play: running a difficult contract review meeting.

Day 4: Change Control, Risk, and Disputes

- Variation management and change request procedures.
- Scope creep identification and control.

- Contract risk registers and mitigation planning.
- Compliance, financial, and continuity risk monitoring.
- Escalation paths and dispute resolution mechanisms.
- Linking payments, retentions, and incentives to performance.
- Case study: handling a disputed variation and performance shortfall.

Day 5: Relationship Management, Exit, and Continuous Improvement

- Relationship management styles matched to contract value and risk.
- Supplier development and joint improvement initiatives.
- Lessons learned and continuous improvement cycles.
- Exit triggers, notice periods, and transition planning.
- Knowledge transfer and asset handover requirements.
- Post-contract review and benchmarking.
- Capstone: presenting a contract governance improvement plan.

Conclusion

By successfully completing Contract Performance Monitoring & Supplier Governance Training Course, participants will gain a structured command of contract management planning, performance measurement, governance, and risk control. They will acquire the ability to design KPIs, run review meetings, control variations, and manage disputes before they escalate. As a result, they can protect the value negotiated at contract award. Gentex Training Center delivers this programme with a strong focus on practical tools and real contract cases.

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FAQs for the Contract Performance Monitoring & Supplier Governance course

Q1 What is the "Contract Performance Monitoring & Supplier Governance" course about?

It covers what happens after a contract is signed: tracking obligations, measuring supplier performance against KPIs and service levels, running governance meetings, controlling variations, managing disputes, and planning exit.

Q2 What are the key benefits of the "Contract Performance Monitoring & Supplier Governance" course?

Participants catch performance shortfalls early, control scope creep and cost escalation, and resolve disputes before they become claims. They also strengthen the link between payment and delivery, which protects contract value and reduces commercial risk.

Q3 What skills will I gain from the "Contract Performance Monitoring & Supplier Governance" course?

Contract management planning and obligation tracking; KPI and service level agreement design with remedies; governance meeting management and performance reporting; and variation control, contract risk management, escalation, and dispute resolution.

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Q4 What tools, methods, or standards are covered in the "Contract Performance Monitoring & Supplier Governance" course?

The course covers contract management plans, obligation registers, key performance indicators, service level agreements with remedies, supplier scorecards, balanced scorecard logic, governance board structures, operational, tactical and strategic review cadences, variation and change control procedures, contract risk registers, escalation paths, dispute resolution mechanisms, payment and retention linkage, and exit and transition planning.

Q5 How is the "Contract Performance Monitoring & Supplier Governance" course applied in real-world practice?

Participants build a contract management plan, design a KPI set and scorecard for a facilities contract, run a difficult review meeting role-play, handle a disputed variation and performance shortfall, and present a governance improvement plan. Each task mirrors contract management work in procurement and operations teams.