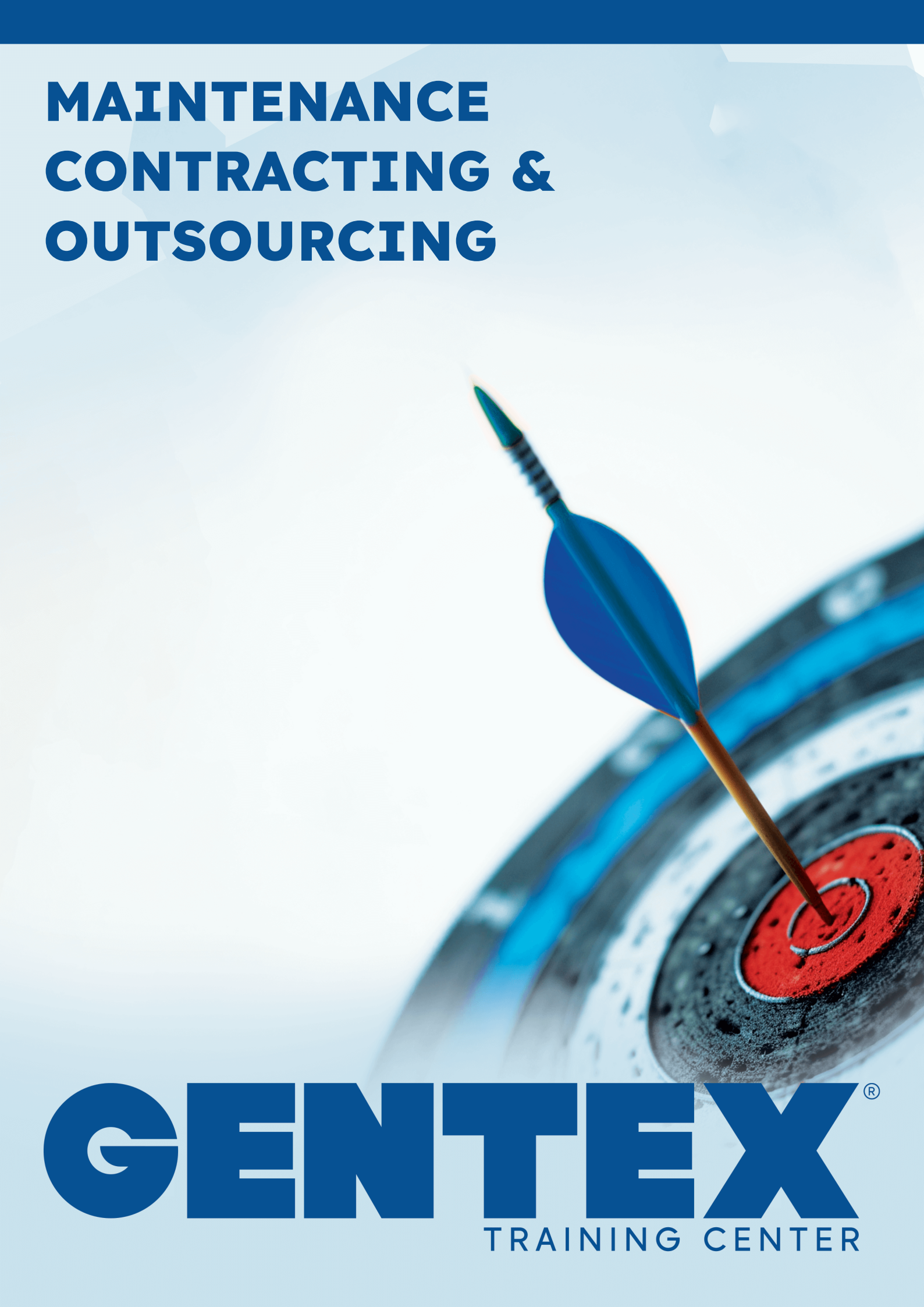
MAINTENANCE CONTRACTING & OUTSOURCING



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TRAINING CENTER

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Introduction

Maintenance Contracting & Outsourcing examines how organizations decide what maintenance to keep in-house and what to place with external providers. This Training Course covers make-or-buy analysis, scope definition, service level agreements, and contract administration across planned and reactive maintenance. Participants study KPIs, penalty and incentive mechanisms, spares control, and provider performance reviews. Furthermore, the programme connects commercial terms to reliability outcomes through case review and costing exercises. As a result, delegates leave able to structure outsourcing that improves availability without losing control of cost or risk.

Maintenance Contracting & Outsourcing Course Objectives

- Define maintenance contracting models and their commercial characteristics.
- Apply make-or-buy and total cost of ownership analysis to maintenance work.
- Write scopes of work, job specifications, and maintenance service descriptions.
- Select contract types: lump sum, schedule of rates, and cost-plus.
- Design service level agreements, response times, and rectification periods.
- Build KPI frameworks including MTBF, MTTR, and availability measures.
- Set penalty, service credit, and incentive mechanisms properly.
- Apply planned preventive maintenance (PPM) and asset care regimes.
- Manage spares, consumables, and materials provisioning obligations.
- Run provider performance reviews, benchmarking, and contract renewal.

Course Methodology

- Interactive workshops using real maintenance outsourcing cases.

- Structured make-or-buy and total cost of ownership exercises.
- SLA and KPI design labs with weighting and threshold modelling.
- Guided costing exercises to compare in-house and outsourced provision.
- Case review of maintenance contract disputes and performance failures.
- Action planning that converts each session into a workplace commitment.

Who Should Take This Course

- Maintenance managers and reliability engineers.
- Procurement and contract managers in industrial firms.
- Facilities and asset management professionals.
- Operations and production managers.
- Planning and cost control specialists.
- Quality, audit, and compliance professionals.
- Service providers and contractors' commercial staff.

Maintenance Contracting & Outsourcing Course Outlines

Day 1: Maintenance Models and Outsourcing Strategy

- Maintenance types: preventive, predictive, corrective, and shutdown.
- Outsourcing models: total, partial, and specialist provision.
- Strategic drivers for outsourcing maintenance work.
- Make-or-buy analysis and capability assessment.
- Total cost of ownership versus lowest-price decisions.
- Risk transfer limits in maintenance outsourcing.

- Building the outsourcing strategy and approval case.

Day 2: Scope, Specifications, and Contract Types

- Writing scopes for mechanical, electrical, and civil maintenance.
- Output and outcome specifications versus input specifications.
- Frequency schedules, task lists, and job cards.
- Contract types: lump sum, schedule of rates, cost-plus, and target cost.
- Rates, dayworks, and reimbursable cost definitions.
- Staffing, competency, and certification requirements.
- Spares, consumables, and material supply obligations.

Day 3: Service Levels, KPIs, and Performance Mechanisms

- Service level agreement structure and priority tiers.
- Response times, rectification periods, and backlog limits.
- KPI frameworks: availability, MTBF, MTTR, and compliance rate.
- Weighting, thresholds, and scoring methodologies.
- Service credits, penalties, and bonus mechanisms.
- Emergency callout and out-of-hours provisions.
- Measuring and reporting performance fairly.

Day 4: Mobilisation, Control, and Risk Management

- Mobilisation planning, handover, and transition arrangements.
- Permit-to-work, isolation, and HSE obligations for contractors.
- Work order management, scheduling, and task tracking.

- Spares and inventory control across provider and owner.
- Quality assurance, inspection, and acceptance criteria.
- Insurance, liability, and indemnity provisions.
- Managing scope creep and additional works.

Day 5: Performance Review, Benchmarking, and Renewal

- Performance review meetings and scorecard reporting.
- Corrective action plans and service improvement programmes.
- Benchmarking and market testing approaches.
- Contract renewal, extension, and re-tender decisions.
- Exit and transition planning for provider change.
- Lessons-learned reviews and continuous improvement.
- Personal action plan and programme governance.

Conclusion

By successfully completing Maintenance Contracting & Outsourcing, participants will have acquired a practical command of outsourcing strategy, scope definition, service level design, and performance control. They will know how to build SLAs and KPI frameworks, compare in-house and outsourced costs credibly, and manage providers against measurable outcomes. In addition, the course prepares delegates to benchmark performance and decide renewal on evidence. As a result, they return to work ready to improve maintenance reliability through outsourcing. Gentex Training Center delivers this Training Course with a practical, standards-based approach.

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FAQs for the Maintenance Contracting & Outsourcing course

Q1 What is the "Maintenance Contracting & Outsourcing" course about?

It is a five-day programme that explains how to decide, structure, and control outsourced maintenance work. It covers make-or-buy analysis, scope writing, contract types, service level agreements, KPI frameworks, mobilisation, risk control, performance review, and renewal decisions.

Q2 What are the key benefits of the "Maintenance Contracting & Outsourcing" course?

Participants gain the ability to decide outsourcing scope on solid cost and capability evidence, write contracts that hold providers to measurable performance, and reduce maintenance cost without sacrificing reliability. They also learn to manage transition risk and to benchmark providers before renewal.

Q3 What skills will I gain from the "Maintenance Contracting & Outsourcing" course?

Maintenance outsourcing strategy with make-or-buy and TCO analysis, scope and specification writing for maintenance works, SLA and KPI framework design with penalty and incentive mechanisms, and provider performance management with benchmarking and renewal control.

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Q4 What tools, methods, or standards are covered in the "Maintenance Contracting & Outsourcing" course?

The course covers make-or-buy decision frameworks, total cost of ownership modelling, schedule of rates and daywork structures, service level agreements with priority tiers and response times, KPI frameworks including MTBF, MTTR, availability and compliance rates, service credit and penalty mechanisms, planned preventive maintenance (PPM) schedules, permit-to-work and isolation procedures, inspection and acceptance criteria, performance scorecards, and benchmarking and market testing methods.

Q5 How is the "Maintenance Contracting & Outsourcing" course applied in real-world practice?

Delegates apply it through outsourcing business cases, scopes of work, tender packs, rate schedules, SLA documents, KPI scorecards, mobilisation plans, work order systems, performance review meetings, corrective action plans, and renewal recommendations. They also use it to audit provider compliance and to prepare exit and transition plans.