Course : Securing and managing outsourced service contracts

Legal framework, contractualization, performance monitoring

Practical course - 2d - 14h00 - Ref. EJP
Price : 1590 CHF E.T.

★★★★⯨   4,8 / 5

How can we improve our practices in the use of service provision? What type of contract should be chosen to guarantee performance? How to monitor and control quality? This training course will provide you with the essential legal points of reference, the keys to structuring an appropriate contract and operational specifications, and the tools you need to effectively manage, control and evaluate your service providers.

◎ Teaching objectives

At the end of the training, the participant will be able to:

- ✓ Secure the purchase of outsourced services by understanding their legal framework and risks
- ✓ Contract effectively by choosing the right type of contract and integrating key legal obligations
- ✓ Manage and evaluate service providers by implementing monitoring tools and measuring performance and service compliance

Intended audience

Purchasers, general services or maintenance managers, outsourced services managers, anyone involved in contracting, monitoring and evaluating external contractors.

Prerequisites

No prior legal knowledge is required. Previous experience of working with service providers is a plus.

PARTICIPANTS
Purchasers, general services or maintenance managers, outsourced services managers, anyone involved in contracting, monitoring and evaluating external contractors.

PREREQUISITES
No prior legal knowledge is required. Previous experience of working with service providers is a plus.

TRAINER QUALIFICATIONS
The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

ASSESSMENT TERMS
The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more.
Participants also complete a placement test before and after the course to measure the skills they've developed.

Practical details

Exercise
Guided case studies, analysis and application exercises and on-line feedback.

Teaching methods
Active, participative teaching methods. Structured contributions supported by examples from real-life situations

Course schedule

1 Identify the challenges and objectives of outsourced service provision

- Analyze the economic and organizational context of outsourcing
- Identify the different forms of subcontracting and their impact on the buyer
- Identify operational and legal risks associated with outsourced services

Case study
Identify the advantages, risks and impacts for the organization of using a service provider

2 Understanding the applicable legal framework

- Defining subcontracting as defined by law
- Distinguish between the respective responsibilities of the parties involved: principal, subcontractor, co-contractor, etc.
- Detect high-risk situations: bargaining, illegal lending of labor, concealed work, etc.
- Applying the obligations relating to prevention plans and seconded workers

Case study
Identify essential legal obligations

3 Formalizing a contract to guarantee performance

- Distinguish between possible types of contract
- Structuring specifications
- Draft essential clauses: purpose, service level, indicators, responsibilities, ancillary documents...

Hands-on work
Write and structure the key clauses of a service contract. Complete the associated specifications, including operational requirements and monitoring indicators.

4 Implement an effective contractual relationship with service providers

- Organize communication and coordination with the service provider
- Deploy monitoring tools: dashboard, performance review, reports, etc.
- Manage follow-up meetings and discrepancies

Hands-on work
Build a plan for monitoring and coordinating a service provider relationship

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TEACHING AIDS AND TECHNICAL RESOURCES

- The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
- At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
- A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

TERMS AND DEADLINES
Registration must be completed 24 hours before the start of the training.

ACCESSIBILITY FOR PEOPLE WITH DISABILITIES
Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at psh-accueil@orsys.fr to review your request and its feasibility.

(5) Inspection and acceptance of services

- Verify compliance with contract
- Apply the rules for acceptance and removal of reservations
- Document acceptance and formalize discrepancies
- Monitor warranties and organize contract closure

Case study

Acceptance of a service with anomalies: identify discrepancies, take corrective action and remove reservations

(6) Evaluate performance and improve service provider management

- Define relevant evaluation criteria, indicators and thresholds
- Implement audits, assessments and action plans
- Capitalize on results to improve purchasing processes and supplier relations
- Establish a quality assurance plan adapted to the type of service provided

Case study

Build a service provider evaluation grid and an improvement plan based on performance and compliance indicators.