



*Training Course:  
Effective Contractor Management in Maintenance  
Technical Projects*

*24 - 28 March 2025  
Kuala Lumpur (Malaysia)  
Royale Chulan Kuala Lumpur*

## Training Course: Effective Contractor Management in Maintenance Technical Projects

Training Course code: PC235610 From: 24 - 28 March 2025 Venue: Kuala Lumpur (Malaysia) - Royale Chulan Kuala Lumpur Training Course Fees: 5250 € Euro

### Introduction

This training program is designed to equip professionals involved in technical maintenance projects with essential skills and strategies for effective contractor management. Participants will explore best practices in managing contractor relationships, ensuring compliance, risk mitigation, and effective collaboration to achieve project goals. This program will help enhance project quality, safety, and efficiency through structured contractor management practices.

### Target Audience

- Project Managers
- Maintenance Supervisors
- Technical Engineers
- Procurement and Contract Specialists
- Operations Managers involved in contractor supervision

### Objectives

- Understand the fundamentals of contractor management in maintenance technical projects.
- Learn how to establish clear contractor performance expectations and evaluate results.
- Explore strategies for risk management, compliance, and safety in contractor operations.
- Develop skills for effective communication, negotiation, and dispute resolution with contractors.
- Gain tools for monitoring and evaluating contractor performance to ensure project quality and adherence to standards.

### Training Program Outline

#### Day 1: Fundamentals of Contractor Management

- Overview of contractor management in technical maintenance projects
- Key stages in contractor selection and onboarding
- Defining roles, responsibilities, and expectations for contractors
- Developing clear scopes of work and performance standards
- Case study analysis on contractor management successes and failures

## **Day 2: Compliance and Risk Management**

- Compliance requirements: Safety, regulatory, and contractual obligations
- Identifying and mitigating risks in contractor operations
- Establishing effective safety protocols and ensuring contractor adherence
- Risk management tools and techniques for contractor oversight
- Workshop on identifying risks and developing mitigation strategies

## **Day 3: Contractor Performance Evaluation and Monitoring**

- Techniques for monitoring contractor performance
- Setting key performance indicators KPIs and milestones
- Tools for tracking and evaluating contractor work quality and productivity
- Handling non-performance and corrective actions
- Role-playing exercise on contractor performance reviews

## **Day 4: Effective Communication and Dispute Resolution**

- Building strong communication channels with contractors
- Techniques for negotiation and managing contractor relationships
- Identifying potential conflicts and implementing proactive dispute resolution strategies
- Documentation best practices for contractor interactions
- Workshop on negotiation techniques

## **Day 5: Continuous Improvement and Project Handover**

- Strategies for continuous improvement in contractor management
- Contractor feedback mechanisms and lessons learned for future projects
- Effective handover and project closeout processes
- Developing long-term partnerships with contractors for maintenance success
- Case study: Evaluating project handover processes

## Registration form on the Training Course: Effective Contractor Management in Maintenance Technical Projects

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Complete & Mail or fax to Global Horizon Training Center (GHTC) at the address given below

### Delegate Information

Full Name (Mr / Ms / Dr / Eng): .....  
 Position: .....  
 Telephone / Mobile: .....  
 Personal E-Mail: .....  
 Official E-Mail: .....

### Company Information

Company Name: .....  
 Address: .....  
 City / Country: .....

### Person Responsible for Training and Development

Full Name (Mr / Ms / Dr / Eng): .....  
 Position: .....  
 Telephone / Mobile: .....  
 Personal E-Mail: .....  
 Official E-Mail: .....

### Payment Method

- Please find enclosed a cheque made payable to Global Horizon
- Please invoice me
- Please invoice my company

### Easy Ways To Register

Telephone:  
+201095004484 to  
provisionally reserve your  
place.

Fax your completed  
registration  
form to: +20233379764

E-mail to us :  
info@gh4t.com  
or training@gh4t.com

Complete & return the  
booking form with cheque  
to: Global Horizon  
3 Oudai street, Aldouki,  
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