



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

*8 - 12 December 2025
Kigali (Rwanda)*

Training Course: Effective Contractor Management in Maintenance Technical Projects

Training Course code: PC235610 From: 8 - 12 December 2025 Venue: Kigali (Rwanda) - Training Course Fees: 5950 € 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

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