



# Collaborative Contract Management TEAL Programme

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Contract management is a lifecycle activity from procurement through performance management to feedback loops to re-procurement and contract end. At a basic level good contract management is about attention to detail. It means understanding what the contract contains, its key deliverables, its terms, pay mechanisms, who has responsibility for managing it, and whether performance and costs are on track. The best results are achieved when those who are involved in procurement and running the service work together to manage the contract and have clear agreed processes and procedures in place to help them do so. Good relationships with partners and suppliers based on trust will help.

## Collaborate to Maximise Gains

Regardless of whether or not organisations call their contracts partnerships, business can develop and sustain relationships that promote flexibility in managing change and a good understanding of the impact of change on each party to the contract. Collaboration has an unrealised potential to promote more transparency about prices and performance. Business can extend the benefits from collaborative procurement to make supplier performance and costs more open and transparent. An approach that improves internal and external collaboration will in turn help business to improve contract management.

The advent of BS1 1000 provides an opportunity to work collaboratively to develop effective contracts which enable Contract Management + Supplier Relationship Management = Best Value – so good systems plus competent people achieve good outcomes.

Our two-day programme is designed to address the key challenges. Further details are set out overleaf.



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## Programme – Two Days

Areas covered include:

- ▶ Definition of CM – the difference between supervision and CM.
- ▶ Necessary inputs.
- ▶ Skills and resources (particularly when outsourced).
- ▶ Deciding how to prioritise (risk v spend). Enabling innovation.
- ▶ Communication – collating information and ensuring flow of information. Cross team communication.
- ▶ Where BS11000 fits. Value creation.
- ▶ Interaction between contract monitoring and quality monitoring.
- ▶ Balancing the specification with contract monitoring.
- ▶ User and supplier engagement – securing ownership.
- ▶ Defining appropriate performance indicators (quantity v quality) and ensuring they remain valid.
- ▶ Locating the contract and understanding the full scope and ts and cs.
- ▶ Relationship Management.

## Benefits

- ▶ Consistency – help overcome granularity and non-connection
- ▶ Innovation – improved performance outcomes
- ▶ Cost savings
- ▶ Improvement in quality of service
- ▶ Increased customer satisfaction
- ▶ Meeting stakeholder requirement
- ▶ Fewer disputes
- ▶ Adding value to outcomes by good behaviours

## For More Information

See our website [www.tealconsulting.co.uk](http://www.tealconsulting.co.uk) or e-mail us at [info@tealconsulting.co.uk](mailto:info@tealconsulting.co.uk).

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## CONTACT US

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