

P09 - SERVICE LEVEL AGREEMENTS AND KPIs

LEVEL

DURATION

METHOD

Working /Practitioner

1 day

Training course

OVERVIEW

Understanding service level agreements (SLAs) and key performance indicators (KPIs) is vital for public procurement staff and other contract users. On completion of this course attendees will have gained a greater knowledge of SLAs and KPIs and be able to use them more effectively in contract and supplier management.

AUDIENCE & FORMAT

This course is for procurement professionals and contract users, such as Contract Managers, who wish to improve their understanding and use of service level agreements (SLAs) and key performance indicators (KPIs). The content is presented by a trainer, supported by group discussions and case studies. Training notes are supplied for reference.

OUTCOMES

On completion of this course attendees will:

- Be able to use SLAs and KPIs effectively
- Be able to monitor and improve supplier and contract performance
- Know the relationship between performance management and supplier development
- Knowledge of SLAs and KPIs
- Understand the use of SLAs and KPIs in different scenarios.

COURSE CONTENT

- Contractual and non-contractual SLAs
- Defining service levels and constructing KPIs
- Linking SLAs and KPIs to business need, specification and selection and award criteria
- Supplier development programmes
- Use of incentive mechanisms
- Using balanced score cards from the Procurement Journey
- What is a service level agreement and what is its purpose?

Relevant Competencies

- Specification development
- Building tender documents
- Performance management & measurement
- Continuous improvement

PROCUREMENT JOURNEY

- Zone A (develop documents)
- Zone C (contract & supplier management)