

COURSE OVERVIEW TM0705

Maintenance Contracting & Outsourcing

Course Title

Maintenance Contracting & Outsourcing

Course Date/Venue

Please see page 3

Course Reference

TM0705

Course Duration/Credits

Five days/3.0 CEUs/30 PDHs

Course Description



This practical and highly-interactive course includes real-life case studies and exercises where participants will be engaged in a series of interactive small groups and class workshops.

This course is designed to provide participants with a detailed and up-to-date overview of Maintenance Contracting and Outsourcing. It covers the maintenance contracting, outsourcing in maintenance and the key elements of a maintenance contract; selecting a maintenance service provider and maintenance contract negotiation; the legal framework for maintenance contracts, cost management in maintenance contracts and risk management in maintenance outsourcing; the performance management and KPIs, contract monitoring and compliance; managing vendor relationships and implementing strategic decision making in outsourcing and outsourced maintenance services.

During this interactive course, participants will learn the outsourcing process, performance-based maintenance contracts and technological support in outsourcing maintenance; outsourcing maintenance in different industries and the maintenance contract innovation and multiple service providers management; the quality assurance, critical infrastructure and technology-driven maintenance outsourcing; the sustainability and environmental considerations, emerging trends in maintenance contracting and challenges in maintenance contracting and outsourcing; the role of artificial intelligence and machine learning in future contracts; and the global maintenance contracting and outsourcing.

Course Objectives

Upon the successful completion of this course, each participant will be able to:-

- Apply and gain an in-depth knowledge on maintenance contracting and outsourcing
- Discuss maintenance contracting, outsourcing in maintenance and the key elements of a maintenance contract
- Select a maintenance service provider, apply maintenance contract negotiation and differentiate outsourcing versus in-house maintenance
- Recognize legal framework for maintenance contracts and apply cost management in maintenance contracts and risk management in maintenance outsourcing
- Carryout performance management and KPIs, contract monitoring and compliance
- Manage vendor relationships and implement strategic decision making in outsourcing and outsourced maintenance services
- Manage the outsourcing process and apply performance-based maintenance contracts and technological support in outsourcing maintenance
- Apply outsourcing maintenance in different industries, maintenance contract innovation and multiple service providers management
- Employ quality assurance in maintenance outsourcing, outsourcing maintenance for critical infrastructure and technology-driven maintenance outsourcing
- Discuss sustainability and environmental considerations, emerging trends in maintenance contracting and challenges in maintenance contracting and outsourcing
- Explain the role of artificial intelligence and machine learning in future contracts and apply global maintenance contracting and outsourcing

Exclusive Smart Training Kit - H-STK®



*Participants of this course will receive the exclusive “Haward Smart Training Kit” (H-STK®). The H-STK® consists of a comprehensive set of technical content which includes **electronic version** of the course materials conveniently saved in a **Tablet PC**.*

Who Should Attend

This course provides an overview of all significant aspects and considerations of maintenance contracting and outsourcing for all professionals negotiating, managing and verifying maintenance contracts as well as teams who have been assigned the responsibility of establishing a maintenance contract and those who wishes to update themselves on maintenance contracts and outsourcing.

Training Methodology

All our Courses are including **Hands-on Practical Sessions** using equipment, State-of-the-Art Simulators, Drawings, Case Studies, Videos and Exercises. The courses include the following training methodologies as a percentage of the total tuition hours:-

- 30% Lectures
- 20% Practical Workshops & Work Presentations
- 30% Hands-on Practical Exercises & Case Studies
- 20% Simulators (Hardware & Software) & Videos

In an unlikely event, the course instructor may modify the above training methodology before or during the course for technical reasons.

Course Date/Venue


Session(s)	Date	Venue
1	May 25-29, 2025	Tamra Meeting Room, Al Bandar Rotana Creek, Dubai, UAE
2	July 07-11, 2025	Fujairah Meeting Room, Grand Millennium Al Wahda Hotel, Abu Dhabi, UAE
3	September 07-11, 2025	Tamra Meeting Room, Al Bandar Rotana Creek, Dubai, UAE
4	November 24-28, 2025	Fujairah Meeting Room, Grand Millennium Al Wahda Hotel, Abu Dhabi, UAE

Course Certificate(s)


Internationally recognized certificates will be issued to all participants of the course who completed a minimum of 80% of the total tuition hours

Certificate Accreditations

Certificates are accredited by the following international accreditation organizations: -

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British Accreditation Council (BAC)

Haward Technology is accredited by the **British Accreditation Council for Independent Further and Higher Education** as an **International Centre**. BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.

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The International Accreditors for Continuing Education and Training (IACET USA)

Haward Technology is an Authorized Training Provider by the International Accreditors for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 2018-1 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 2018-1 Standard**.

Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units (CEUs)** in accordance with the rules & regulations of the International Accreditors for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

Haward Technology Middle East will award **3.0 CEUs** (Continuing Education Units) or **30 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.

Course Instructor(s)

This course will be conducted by the following instructor(s). However, we have the right to change the course instructor(s) prior to the course date and inform participants accordingly:



Mr. Douglas Robinson, MBA, BSc (Honors), Dip, is currently the **President** of **DSR Consulting** and the **Professor of Business Studies Unit (BSU)** at **Durban Institute of Technology (DIT)**, where he is lecturing at **MBA level** in **Quality Management, Quality Control Systems and Standards, Legal Compliance and Corporate Governance Responsibilities, Corporate Valuation & Capital Restructuring, Managing Production Operations, Strategic Planning, Human Resources Management (HRM), Leadership & Change Management, Presentation Skills, Negotiation Skills,**

Interpersonal Skills, Communication Skills, Adaptability & Flexibility, Learning & Self Development, Industrial Relationships, Driving Performance, Performance Measurement, Performance Goal Implementation, Time Management Techniques, Organizing Daily Activities, Handling Difficulties & Pressure, Productivity & Feedback Management, Problem Solving & Decision Making, ISO 9001 Lead Auditor, Commercial Negotiation & Legal Aspects, Logistics & Supply Chain Management, Quality Management, Project Financial Planning, Financial Management, Materials Inventory Management, Budgeting & Cost Control, Project Accounting, Project Management, Contract Management, Operations Management, Procurement Management, Entrepreneurship and International Business.

Mr. Robinson has over **40 years** of international experience in **Contract Management, Quality Management, ISO Standards, Logistics & Supply Chain Management, Procurement, Purchasing, Outsourcing Strategies, Project Management, Business Systems, Operations Management and Business Re-Organization.** Further, he is a **Registered Assessor of Quality Management, Logistics, Supply Chain Management, Procurement Strategies, Purchasing and Outsourcing.**

As a leader in the **Quality, Procurement and Logistics** fields, Mr. Robinson facilitated in-house skills development programmes in a lot of companies worldwide and has **extensive consulting experience** in both the public and private sectors. His experience includes implementing SAP system in Procurement, financial, sales, distribution, materials management and costing.

During his long career life, Mr. Robinson worked for many **International companies** such as Tiger Brands, Nestle's, Mondi Manufacturing, Mondi Forests, Masonite Africa Ltd., Frame etc. He worked as **General Manager, Quality Manager, Procurement Manager, Logistics Manager, Logistics Superintendent, Project Manager, Purchasing Supervisor, SAP Facilitator**, etc.

Due to his thorough and long experience and knowledge, Mr. Robinson is **recognized internationally** as an **Expert** in **Logistics & Supply Chain Management, Procurement, Purchasing, Outsourcing, Strategic planning, business wellness analysis, Contract management, Project Management, feasibility studies, financial analysis, cash-flow forecasting, Capital investment analysis, risk analysis, Business process analysis, and Quality Management Systems.**

Mr. Robinson has a **Master degree in Business Administration (MBA)** from the **University of Durban-Westville**, a **Bachelor degree with Honors in Business Management and Administration** and **Diplomas in Medical Technology, Marketing Management, Business Management and Project Management** from the **University of Rhodesia** and from the **Damelin Management School** respectively. Further, he is a **Certified Instructor/Trainer, a Certified Trainer/Assessor** by the **Institute of Leadership & Management (ILM)**, an active member of international professional affiliations and delivered innumerable trainings, courses, workshops and seminars globally.

Accommodation

Accommodation is not included in the course fees. However, any accommodation required can be arranged at the time of booking.

Course Fee

US\$ 5,500 per Delegate + **VAT**. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Course Program

The following program is planned for this course. However, the course instructor(s) may modify this program before or during the course for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met:

Day 1

0730 – 0745	<i>Registration & Coffee</i>
0745 – 0800	<i>Welcome & Introduction</i>
0800 – 0815	PRE-TEST
0815 – 0930	Overview of Maintenance Contracting <i>Definition & Key Concepts • Importance in Modern Industry • Types of Maintenance Contracts (Preventive, Corrective, Predictive) • Contracting Models (Fixed Price, Time & Materials, Performance-Based)</i>
0930 – 0945	<i>Break</i>
0945 – 1030	Outsourcing in Maintenance <i>What is Outsourcing & How it Applies to Maintenance • Benefits & Challenges of Outsourcing Maintenance Services • Global Trends in Outsourcing Maintenance • Risks & Risk Mitigation Strategies in Outsourcing</i>
1030 – 1130	Key Elements of a Maintenance Contract <i>Contract Scope & Objectives • Service Level Agreements (SLAs) • Key Performance Indicators (KPIs) • Legal Considerations & Compliance</i>
1130 – 1230	Selecting a Maintenance Service Provider <i>Identifying & Evaluating Potential Service Providers • Assessing Capabilities & Qualifications of Contractors • Interviewing & Selecting a Service Provider • Vendor Management Principles</i>
1230 – 1245	<i>Break</i>
1245 – 1330	Maintenance Contract Negotiation <i>Contract Negotiation Strategies • Defining Terms & Conditions • Cost & Payment Structures • Risk Allocation & Liability Clauses</i>
1330 – 1420	Outsourcing versus In-House Maintenance <i>Advantages & Disadvantages of Outsourcing Maintenance • Cost Comparisons: In-House versus Outsourced Services • Flexibility & Scalability of Outsourcing • Internal versus External Accountability</i>
1420 – 1430	Recap <i>Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow</i>
1430	<i>Lunch & End of Day One</i>



Day 2

0730 – 0830	Legal Framework for Maintenance Contracts Understanding Contractual Obligations & Rights • Common Legal Pitfalls in Maintenance Contracts • Jurisdiction & Dispute Resolution Methods • Contract Law Essentials for Maintenance Contracting
0830 – 0930	Cost Management in Maintenance Contracts Budgeting for Maintenance Services • Managing Operational Costs Under Contracts • Cost-Benefit Analysis for Outsourcing Maintenance • Financial Reporting & Auditing Requirements
0930 – 0945	Break
0930 – 1100	Risk Management in Maintenance Outsourcing Identifying Potential Risks in Outsourcing • Risk-Sharing Between Client & Service Provider • Risk Mitigation Techniques (e.g., Performance Bonds, Insurance) • Developing a Risk Management Plan
1100 – 1230	Performance Management & KPIs Establishing & Monitoring KPIs in Maintenance Contracts • Defining Performance Standards & Metrics • Tools for Performance Measurement & Reporting • Evaluating Contractor Performance & Addressing Failures
1230 – 1245	Break
1245 – 1330	Contract Monitoring & Compliance Ensuring Compliance with Contract Terms & Conditions • Monitoring Contractor Activities & Deliverables • Managing Changes & Amendments to Contracts • Conducting Audits & Inspections
1330 – 1420	Managing Vendor Relationships Effective Communication with Service Providers • Building Long-Term Relationships & Partnerships • Handling Disputes & Conflict Resolution • Vendor Performance Reviews & Feedback Mechanisms
1420 – 1430	Recap Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow
1430	Lunch & End of Day Two

Day 3

0730 – 0830	Strategic Decision Making in Outsourcing Strategic Objectives for Outsourcing Maintenance • Deciding When & What to Outsource • Aligning Maintenance Outsourcing with Company Goals • Best Practices for Outsourcing Strategy
0830 – 0930	Implementing Outsourced Maintenance Services Transition Planning for Outsourcing Maintenance • Establishing Communication Channels with Contractors • Defining Roles & Responsibilities in the Outsourcing Agreement • Monitoring & Tracking Outsourced Activities
0930 – 0945	Break
0945 – 1100	Managing the Outsourcing Process Outsourcing Lifecycle Management • Setting Up Milestones & Timelines for the Transition • Resource Management & Allocation • Ensuring Service Continuity & Smooth Operations
1100 – 1230	Performance-Based Maintenance Contracts Understanding Performance-Based Contracts (PBC) • Defining Performance Criteria & Targets • Managing Incentives & Penalties • Examples of Successful Performance-Based Maintenance Contracts

1230 - 1245	Break
1245 - 1330	Technological Support in Outsourcing Maintenance Role of Technology in Outsourced Maintenance • Software & Tools for Tracking & Reporting • Remote Monitoring & Management • Role of IoT in Predictive Maintenance Outsourcing
1330 - 1420	Outsourcing Maintenance in Different Industries Industry-Specific Outsourcing Practices (e.g., Manufacturing, Oil & Gas, Utilities) • Tailoring Contracts to Different Industry Needs • Case Studies of Successful Outsourcing in Various Sectors • Adapting to Industry-Specific Compliance & Regulatory Standards
1420 - 1430	Recap Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow
1430	Lunch & End of Day Three

Day 4

0730 - 0830	Maintenance Contract Innovation Exploring New Contracting Models (e.g., Shared Savings, Managed Services) • Incorporating Sustainability into Maintenance Contracts • Digital & Smart Contracts in Maintenance • Role of AI & Automation in Contract Management
0830 - 0930	Managing Multiple Service Providers Coordination & Collaboration Between Multiple Vendors • Managing Conflicts & Maintaining Alignment • Standardizing Processes Across Multiple Contracts • Tools for Centralized Service Management
0930 - 0945	Break
0945 - 1100	Quality Assurance in Maintenance Outsourcing Defining & Ensuring Quality Standards in Contracts • Auditing & Inspecting Quality of Outsourced Work • Corrective Actions & Continuous Improvement • Best Practices for Quality Assurance in Maintenance Services
1100 - 1230	Outsourcing Maintenance for Critical Infrastructure Special Considerations for Critical Infrastructure Maintenance • Emergency Response & Business Continuity Planning • Establishing High Standards for Critical Infrastructure Service Providers • Regulatory & Compliance Requirements in Critical Infrastructure Sectors
1230 - 1245	Break
1245 - 1330	Technology-Driven Maintenance Outsourcing Implementing Cloud-Based Maintenance Management Systems • Data Analytics for Improving Outsourced Maintenance Services • Using Big Data & Predictive Analytics to Improve Outsourcing Outcomes • Integrating Software Tools with Contractor Systems
1330 - 1420	Sustainability & Environmental Considerations Sustainable Practices in Outsourced Maintenance • Reducing Environmental Impact Through Maintenance Strategies • Regulatory Compliance for Sustainability in Contracts • Green Certifications & Sustainable Vendor Selection
1420 - 1430	Recap Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow
1430	Lunch & End of Day Four



Day 5

0730 – 0830	Case Study: Successful Maintenance Outsourcing Implementation Detailed Analysis of Successful Outsourcing Case Studies • Lessons Learned from Real-World Examples • Key Success Factors for Outsourced Maintenance Projects • Post-Implementation Review & Improvements
0830 - 0930	Emerging Trends in Maintenance Contracting Key Trends in the Future of Maintenance Outsourcing • Impact of Automation, AI, & Robotics on Maintenance • Shift Towards Predictive & Condition-Based Maintenance • Globalization & its Effect on Outsourcing Decisions
0930 – 0945	Break
0945 – 1100	Challenges in Maintenance Contracting & Outsourcing Overcoming Common Challenges in Maintenance Contracts • Addressing Vendor Performance Issues • Managing Cultural Differences in International Outsourcing • Ensuring Contract Flexibility & Adaptability
1100 - 1230	The Future of Maintenance Contracting & Outsourcing Future Predictions for the Maintenance Outsourcing Market • How Companies Can Prepare for the Future of Contracting • Evolution of Maintenance Service Delivery Models • Role of Artificial Intelligence & Machine Learning in Future Contracts
1230 - 1245	Break
1215 – 1345	Global Maintenance Contracting & Outsourcing Best Practices for Global Maintenance Contracting • Cultural & Legal Considerations in International Outsourcing • Managing Global Teams & Multiple Service Providers • Cross-Border Maintenance Contract Management Challenges
1345 - 1400	Course Conclusion Using this Course Overview, the Instructor(s) will Brief Participants about the Course Topics that were Covered During the Course
1400 – 1415	POST-TEST
1415 – 1430	Presentation of Course Certificates
1430	Lunch & End of Course

Practical Sessions

This practical and highly-interactive course includes real-life case studies and exercises:-



Course Coordinator

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