

| Day One | | | |
|--|----------|-------------------|-------------------|
| Details | Duration | Start | Finish |
| <i>Introductions</i> | | | |
| Registration and Welcome | 0:15 | 8:30 a.m. | 8:45 a.m. |
| Introductions and housekeeping | 0:45 | 8:45 a.m. | 9:30 a.m. |
| The new paradigm | | | |
| Key objectives | | | |
| Where are you at with Contract Management? | | | |
| <i>Sessions</i> | | | |
| Session 1 | | | |
| Why is good Contract Management important? | 0:45 | 9:30 a.m. | 10:15 a.m. |
| The consequences of contracts going wrong | | | |
| How can we manage contracts better? | | | |
| The psychology of business | | | |
| <i>Morning Tea</i> | 0:15 | 10:15 a.m. | 10:30 a.m. |
| Session 2 | | | |
| What suppliers hate | 1:30 | 10:30 a.m. | 12:00 p.m. |
| 4 guiding principles | | | |
| Develop a strategy technique | | | |
| Strategy exercise | | | |
| <i>Lunch</i> | 0:45 | 12:00 p.m. | 12:45 p.m. |
| Session 3 | | | |
| Strategy Phase | 0:45 | 12:45 p.m. | 1:30 p.m. |
| Develop a procurement strategy | | | |
| Market analysis | | | |
| Go to market models | | | |
| Contract models | | | |
| Category analysis | | | |
| Session 4 | | | |
| Going to the Market | 0:45 | 1:30 p.m. | 2:15 p.m. |
| Pre-RFP meetings | | | |
| Evaluating proposals | | | |
| Interactive RFP workshops | | | |
| Session 5 | | | |
| Implementation Phase | 0:45 | 2:15 p.m. | 3:00 p.m. |
| Agreement in Principle | | | |
| Implementation workshop | | | |
| Performance framework | | | |
| Contract | | | |
| <i>Afternoon Tea</i> | 0:15 | 3:00 p.m. | 3:15 p.m. |
| Implementation Phase continued | 0:45 | 3:15 p.m. | 4:00 p.m. |
| Agreement in Principle | | | |
| Implementation workshop | | | |
| Performance framework | | | |
| Contract | | | |
| Conclusion | 0:30 | 4:00 p.m. | 4:30 p.m. |
| Day's wrap up and next steps | | | |
| <i>Session Closes</i> | | | 4:30 p.m. |

| Day Two | | | |
|---|----------|-------------------|-------------------|
| Details | Duration | Start | Finish |
| <i>Introductions</i> | | | |
| Tea and Coffee | 0:15 | 8:30 a.m. | 8:45 a.m. |
| Housekeeping | 0:30 | 8:45 a.m. | 9:15 a.m. |
| Recap of day one | | | |
| <i>Sessions</i> | | | |
| Implementation Phase continued | 0:45 | 9:15 a.m. | 10:00 a.m. |
| Performance framework - development | | | |
| Contract | | | |
| <i>Morning Tea</i> | 0:15 | 10:00 a.m. | 10:15 a.m. |
| Session 6 | | | |
| Managing Delivery | 1:00 | 10:15 a.m. | 11:15 a.m. |
| Rollout | | | |
| Relationship management & contract management | | | |
| Service delivery | | | |
| Session 7 | | | |
| Contract Reviews | 0:45 | 11:15 a.m. | 12:00 p.m. |
| Objectives | | | |
| Tactical | | | |
| Strategic | | | |
| <i>Lunch</i> | 0:45 | 12:00 p.m. | 12:45 p.m. |
| Session 8 | | | |
| What to do if it's going wrong | 2:00 | 12:45 p.m. | 2:45 p.m. |
| DOSAC | | | |
| Strategy workshop | | | |
| <i>Afternoon Tea</i> | 0:15 | 2:45 p.m. | 3:00 p.m. |
| Negotiation | 0:30 | 3:00 p.m. | 3:30 p.m. |
| Conclusion | 0:30 | 3:30 p.m. | 4:00 p.m. |
| Final wrap up and evaluations | | | |
| <i>Session Closes</i> | | | 4:00 p.m. |