Contracting and SLAs with Outsourced Vendors Training Course

Professional Development Training Course Outline

Category	Customer Service and Customer Experience	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

In today’s global business environment, organizations increasingly rely on outsourcing strategic functions to specialized vendors. Effective contracting and Service Level Agreements (SLAs) are critical to ensuring operational efficiency, risk mitigation, and measurable business outcomes. Contracting and SLAs with Outsourced Vendors Training Course equips professionals with the knowledge and tools to draft, negotiate, and manage contracts with outsourced vendors, ensuring alignment with organizational goals. Through practical frameworks, real-world case studies, and industry best practices, participants will gain mastery in vendor governance, performance monitoring, and compliance management.

Participants will explore contemporary strategies in vendor management, including risk-based contract structuring, KPI-driven SLAs, and dispute resolution mechanisms. This program emphasizes hands-on learning, focusing on practical applications, contractual negotiation skills, and leveraging analytics for vendor performance insights. By the end of the course, participants will be empowered to optimize vendor relationships, ensure contractual compliance, and drive tangible business value, all while minimizing operational and financial risks associated with outsourcing.

Programme Curriculum

Contracting and SLAs with Outsourced Vendors Training Course

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Course Duration

5 days

Course Objectives

By the end of this course, participants will be able to:

1. Develop strategic outsourcing contracts aligned with business objectives.
2. Design performance-based SLAs for measurable outcomes.
3. Implement vendor risk management frameworks.
4. Apply contract negotiation strategies for cost optimization.
5. Evaluate vendor compliance and governance practices.
6. Leverage analytics for vendor performance monitoring.
7. Structure penalty and incentive clauses in contracts.
8. Manage multi-vendor relationships for efficiency.
9. Conduct vendor audits and due diligence effectively.
10. Integrate regulatory compliance into outsourcing agreements.
11. Resolve vendor disputes and escalation mechanisms professionally.
12. Optimize outsourcing ROI through data-driven decisions.
13. Develop continuous improvement strategies for vendor operations.

Target Audience

1. Procurement Managers
2. Vendor/Outsourcing Managers
3. Contract Managers
4. Legal and Compliance Officers
5. Project Managers overseeing outsourced operations
6. Operations and Supply Chain Leaders
7. Finance Professionals involved in outsourcing contracts
8. Business Analysts managing vendor performance

Course Modules

Module 1: Introduction to Outsourcing Contracts

- Understanding outsourcing landscape and trends
- Key components of vendor contracts
- Role of contracts in risk mitigation
- Legal and regulatory considerations

- **Case Study:** Successful global outsourcing contract in IT services

Module 2: Service Level Agreements (SLAs) Fundamentals

- Definition and importance of SLAs
- Types of SLA metrics
- SLA drafting best practices
- Aligning SLAs with business goals
- **Case Study:** SLA-driven performance improvement in logistics

Module 3: Vendor Selection and Due Diligence

- Criteria for vendor evaluation
- Risk assessment frameworks
- Financial and operational due diligence
- Vendor scoring and benchmarking
- **Case Study:** Selecting a third-party vendor for customer support

Module 4: Contract Negotiation Strategies

- Negotiation frameworks for outsourcing deals
- Cost optimization techniques
- Handling contractual disputes
- Collaborative negotiation vs. competitive negotiation
- **Case Study:** Successful negotiation reducing outsourcing costs by 20%

Module 5: Performance Management and Monitoring

- Defining KPIs and measurement systems
- Reporting dashboards for vendor performance
- Corrective actions and escalation paths
- Continuous monitoring best practices
- **Case Study:** SLA compliance tracking in a healthcare vendor

Module 6: Risk Management in Outsourcing

- Identifying operational and strategic risks
- Risk mitigation techniques in contracts
- Contingency planning for vendor failures
- Insurance and liability clauses
- **Case Study:** Mitigating cybersecurity risks in outsourced IT

Module 7: Governance and Compliance

- Internal and external compliance requirements
- Vendor audits and documentation
- Ethical and regulatory standards
- Ensuring transparency and accountability
- **Case Study:** Compliance audit in financial services outsourcing

Module 8: Optimizing Vendor Relationships

- Incentives and penalty structures

- Collaboration and communication strategies
- Long-term relationship management
- Continuous improvement and innovation initiatives
- **Case Study:** Driving vendor innovation through SLA incentives

Training Methodology

This course employs a participatory and hands-on approach to ensure practical learning, including:

- Interactive lectures and presentations.
- Group discussions and brainstorming sessions.
- Hands-on exercises using real-world datasets.
- Role-playing and scenario-based simulations.
- Analysis of case studies to bridge theory and practice.
- Peer-to-peer learning and networking.
- Expert-led Q&A sessions.
- Continuous feedback and personalized guidance.

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call +254769199797

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price

23 Nov 2026	27 Nov 2026	Online	$1,000
23 Nov 2026	27 Nov 2026	Physical	$1,500
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$4,500
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$6,000

Ready to enroll or request a customized program? Book online or contact us:

Register Online Now

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