

Administration of Commercial Contracts

Learn how to:

- Effectively prepare for contract administration
- Avoid common problems and reduce risk
- Manage the change process more effectively
- Apply best practices of:
 - › Payment management
 - › Quality assurance
 - › Completion criteria and acceptance
- Resolve disputes quickly and reduce costs
- Manage contracts to increase profitability

PDUs: 22.5

CEUs: 2.2

CPE credits: 27



Public and on-site delivery
available under GS-02F-0058P.

Suggestions

If you're interested in this course you may also be interested in:

- *Contract Management Principles and Practices*

This course provides practical, in-depth guidance on both carrying out the “routine” but vital responsibilities of contract administration and handling the challenges that typically arise during the life of a contract. You will learn how to use a proactive team approach to successfully administer contracts of all types and sizes to increase profitability and improve customer satisfaction.

The course is highly interactive, using discussion, exercises and case studies to teach effective approaches to analyzing contract terms and conditions, assuring quality, managing changes, resolving disputes and remedying inadequate performance. You will also see how different legal systems affect contract administration practices.

Course Topics

1. **Contract Administration: A Proactive Process**
 - a. Main tasks in contract administration
 - b. Contract administration realities
 - c. Contract administration is a team effort
 - d. Buyer's perspective vs. seller's perspective
2. **Contract Administration: Planning—Who Does What, Where and When**
 - a. Contract work breakdown structure (CWBS) as a tool
 - b. Responsibility matrix
 - c. Schedules
 - d. Contract administration plans are a must
 - e. Pre-performance meetings
3. **Dispute Avoidance and Resolution—A Proactive Approach to Problem Solving**
 - a. Open communication is critical
 - b. Early identification of potential problems
 - c. Measure/assess potential impacts
 - d. Seek prompt resolution
 - e. Importance of documentation
 - f. Rules of contract interpretation
 - g. Dispute resolution methods
4. **Changes Management—Risk vs. Opportunity**
 - a. Types of changes
 - b. Analyzing impacts
 - c. Principles of change management
 - d. Delegation of authority issues
5. **Monitoring Progress—Tools and Techniques**
 - a. Performance observation
 - b. Progress reports
 - c. Performance variances
 - d. Corrective action
6. **Quality Assurance and Acceptance—What Works**
 - a. Inspections and tests
 - b. Acceptance methods and criteria
 - c. Types of warranties
 - d. Warranty issues—cost vs. risk
7. **Invoice and Payment Management—Cash Is King**
 - a. Payment objectives
 - b. Payment procedures
 - c. Types of payments
 - d. Invoice preparation
8. **Terminations—What to Know, What to Do**
 - a. Mutual agreement
 - b. Default or cause
 - c. Notifications—what to say
 - d. Settlements
9. **Contract Closeout—Final Actions**
 - a. Closeout checklists
 - b. Lessons learned database