




Fundamentals in Writing Scopes and KPIs

Training for Designing Best Practice Scopes & Key Performance Indicators.

LIVE ONLINE TRAINING | 18 - 21 June 2024 | 26 - 29 November 2024

 **CMP**
Contract Management Professional
Certification Course
This course is a core unit in the Contract Management Professional Certification.

 **World Commerce & Contracting**
Informa Connect Academy is a World Commerce & Contracting Learning Partner.

 **CPD**
Use this course to help fulfil your Continuing Professional Development (CPD) educational requirements to retain your professional status.



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Course Information

Live Online Training

June 2024 | Part 1 | 18 June | Part 2 | 19 June | Part 3 | 20 June | Part 4 | 21 June | 1pm - 5pm AEST | November 2024 | Part 1 | 26 Nov | Part 2 | 27 Nov | Part 3 | 28 Nov | Part 4 | 29 Nov | 1pm - 5pm AEDT

Key Learning Objectives

- Appreciate why the scope is the most important part of the contract
- Gain practical experience in how to prepare best practice scopes through worked examples – paying close attention to appropriate structure, clear responsibilities and the right language.
- Learn how to write up KPIs that will work in practice
- Explore the financial and non-financial means to drive KPIs
- Identify how to critique any SOW and KPI and fix it
- Critique and improve one of your own scopes and KPIs throughout the course
- Have your scope and KPIs reviewed for good practice and obtain feedback

Who Will Benefit

An elective in our contract management CMP series, this practical course is designed to benefit professionals who are responsible for developing or reviewing scopes, SoWs, specifications, and SLAs, along with the related performance measures.

Subject matter experts, such as Engineers and technical people, and category managers/specialists will particularly benefit from this program. The scope writing and KPI preparation training course has also been popular with members of the legal fraternity who are expanding their contribution beyond the contract terms and conditions.

About the Course

The scope is one of, if not the most important, documents to form and manage contracts. If it is vague, difficult to use, or overly complex (or overly simplistic), its value is severely compromised – for both parties to a contract.

This course takes you through the high-level issues and solutions down to the detailed ones. First, we examine a dispute to assess the role of the scope and KPIs in allowing two parties to form two completely different views.

We then dedicate a significant portion of the course to learning how to prepare best practice scopes and how to create key performance indicators that are clear and dispute-proof. We pay close attention to ensuring appropriate structure, clear responsibilities, and the right language. The financial and non-financial means to drive good performance are explored in detail.

Throughout the two days, there are numerous examples of good and bad practices that we compare. By the end of the course, you'll be able to pass or fail scopes and KPIs in seconds.

Note: You must bring in a scope and KPI that you have written, need to review, or need to manage. We exchange these in the class and analyse them so that you have a much-improved one for the future.



"The group discussions were relevant and very interesting. Appreciate the extra reading material -it was very valuable. I now have the confidence to ask the relevant questions."

Principal Procurement Officer, Public Safety Business Agency

"Very interesting insights. Fantastic presentation. Great practical commercially focused course."

Legal, Monash University

Meet Your Course Director



Dr Sara Cullen

Sara is the Founder and Managing Director of The Cullen Group, a specialist organisation offering consulting, training, and publications regarding commercial agreements. She is also a Fellow at the University of Melbourne and an Associate at the London School of Economics. Previously she was a National Partner at Deloitte in Australia.

Dr. Cullen specialises in the design, negotiation, and management of commercial agreements. She has consulted to 149 commercial and government sector organisations, spanning 51 countries, in comprising \$18 billion in contract value. She has facilitated contracts in a large variety of organisational areas including call centres, claims mgmt, construction, facilities mgmt, finance, food services, HR, logistics, IT, maintenance, recreational services, sales, and security. She has designed partnering arrangements, franchise-type agreements, shared risk/reward structures and incentive programs as well as traditional arrangements.



"The trainer was very engaging, informative and friendly. She made us feel comfortable to ask questions."

Category Analyst, Work Safe

"Excellent understanding of content and very engaging."

Senior Consultant, Downer

Course Outline

UNDERSTANDING THE IMPORTANCE OF THE SCOPE

- Statistics from the field
- The specification's role in the contract
- Understanding the lifecycle and bargaining power –shortcuts are playing with fire

Exercise

- You decide this dispute (about the scope and KPIs)

DRAFTING THE SCOPE

- The importance of words – why they matter, getting rid of 'weasel words' / ambiguity
- Responsibility Matrix – know who is to do what
- Glossary (reserved words / defined terms)
- How to prepare best practice scopes – avoid misinterpretations and make it easy to use

SCOPE EXERCISES

- Warm up – a bit of practice
- Banned words and a word hunt
- Responsibility table – case study
- Glossary definitions – case study
- Detailed work specifications – case study

PERFORMANCE SPECIFICATIONS (KPIs)

- Brief overview of the Contract Scorecard – a holistic view of performance
- Performance measures – how you will measure success and failure
- Recourse/reward schemes – what you will do about good/bad KPI performance

KPI EXERCISES

- Assess a KPI – case study
- Prepare good KPIs – case study
- KPI recourse/reward schemes you've seen
- Prepare a KPI scheme that will work – case study

APPLY WHAT YOU'VE LEARNT – ASSESS EACH OTHER'S SPECIFICATIONS

Exercise

- Apply what you've learnt – assess each other's scopes and KPIs (note: bring one of yours in). Does it pass good practice?

Wrap up and evaluation

THE CMP CERTIFICATION FRAMEWORK

The CMP provides a robust method of up-skilling and recognising an individual's expertise and experience in contract management and procurement. Our combination of in-class teaching, facilitation, knowledge based testing and workplace evidence based examinations has been carefully crafted to not only teach knowledge and skills, but to also demonstrate how individuals can apply their knowledge to work based situations. This Certification is recognised by IIBT and World Commerce & Contracting.

Contact us to see how we can help you: Visit www.informaconnect.com/academy, email training@informa.com.au or phone +61 (2) 9080 4399.



Informa Connect Academy is a Learning Partner of the World Commerce & Contracting which is a not for profit association and the only global body promoting standards and raising capabilities in commercial practice.

ABOUT IIBT



The International Institute of Business & Technology Aust (IIBT) is a highly respected, Government approved, Australian provider of higher education and VET programs. Their suite of programs includes a University level **Diploma of Business Administration**, equivalent to the first year of a business

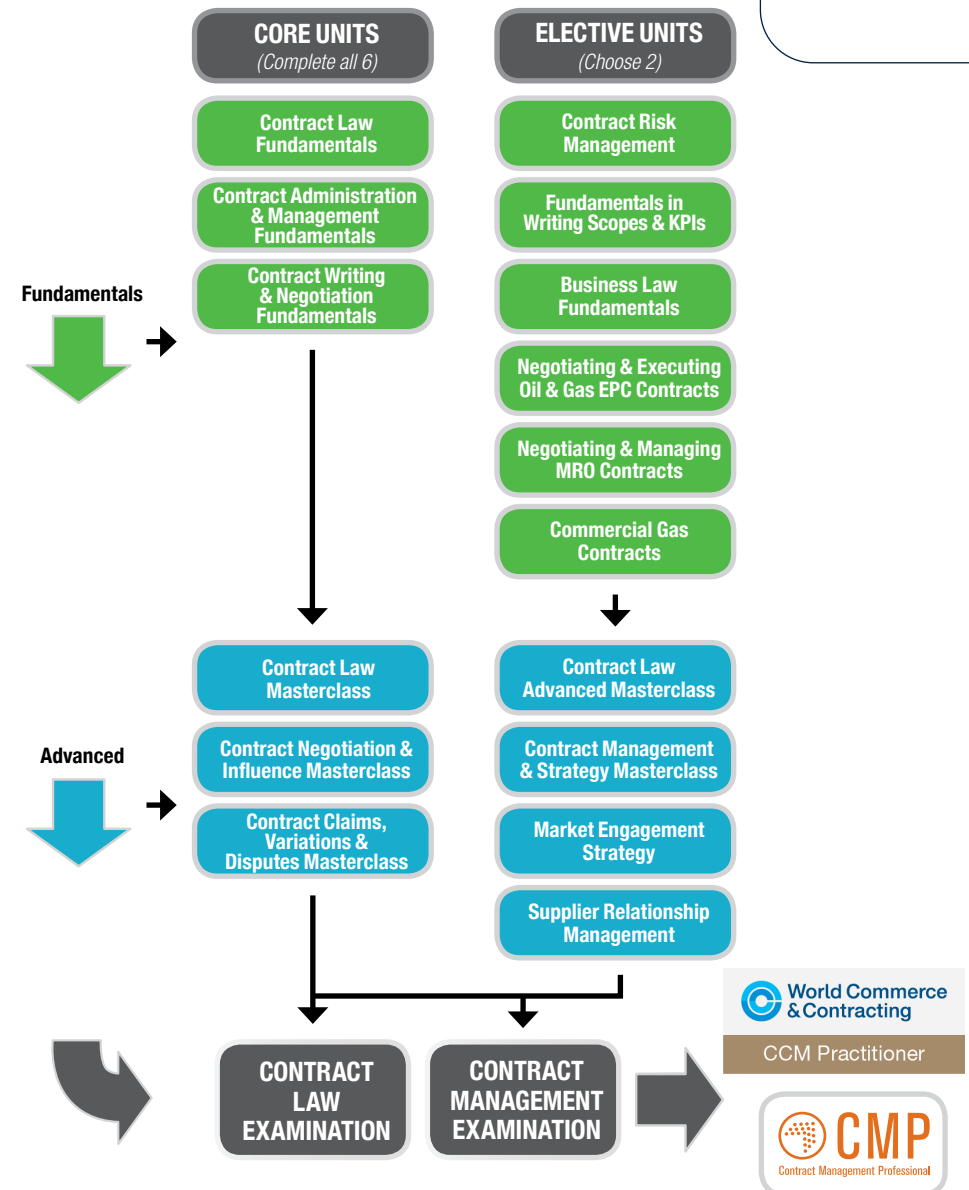
related undergraduate degree at Australian Universities. www.iibt.wa.edu.au

THE IIBT / INFORMA CONNECT ACADEMY ALLIANCE

IIBT and Informa Connect Academy joined together to provide a pathway for those who complete Informa's CMP at the Master level. All CMP Masters will receive Recognised Prior Learning (RPL): 2 units of credit in the 12 month, Higher Education, University level Diploma of Business Administration.

- Business Law (BL101)
- Management in Organisations (MGT101)

***This is a Higher Education Diploma equivalent to first year university NOT a Vocational Education Diploma.**



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Easy Ways to Register



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ABOUT INFORMA CONNECT ACADEMY

Informa Connect

Academy

Informa Connect Academy is a premier provider of global education and training solutions that caters to a diverse range of professionals, industries, and educational partners. We are dedicated to promoting lifelong learning and are committed to offering learners expert guidance, training, and resources to help them stay competitive in a rapidly changing world.

Our comprehensive range of courses and programmes are tailored to meet the needs of all professionals, from aspiring specialists to seasoned experts. We partner with elite academic organisations and industry leaders with unmatched expertise in their respective fields to deliver an exceptional learning experience.

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Informa Connect Academy has a long-standing track record of delivering very successful customised learning solutions achieving real and measurable value for our clients through our senior training consultants. If you have 8+ interested people, an on-site course can be the ideal solution – giving you the opportunity to customise our course content to your specific training needs, as well as attracting significant savings compared to public course costs.

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- 2. Quality assured** – We design market-leading training programs, concepts and methodologies, with a 400+ course portfolio. Our rigorously selected 900+ instructor faculty are recognised experts in their field. Quality of their content and delivery methods is assured through continuous monitoring and evolution.
- 3. On-site training** is a cost effective way to train your people and achieve your defined outcomes.

Speak with **Sushil Kunwar** on **+61 (2) 9080 4370** to discuss your customised learning solution, or email inhouse@informa.com.au

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