

Results

CONTRACTS MANAGEMENT | CON-016

Contract Performance Management and KPIs

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Course content

Why Attend

Signing a contract is only the beginning; value is realised through active performance management. Clear KPIs and governance help ensure suppliers deliver what was agreed.

This Aractech course covers contract performance frameworks, selecting KPIs, data collection, performance reviews, managing underperformance, incentives and remedies, supplier relationships and reporting. Participants design a performance management framework.

Course Methodology

- Framework workshops
- KPI exercises
- Case studies
- Review simulations
- Group discussions

Course Objectives

- Design contract performance frameworks
- Select meaningful KPIs
- Collect and validate performance data
- Conduct effective performance reviews
- Manage underperformance and remedies
- Report contract performance

Target Audience

- Contract managers
- Vendor managers

Course content

- Procurement professionals
- Project managers

Course outline

Detailed course outline

Day-by-day outline for Contract Performance Management and KPIs.

Day 1 - Performance Frameworks

- 09:00-09:45 | Why manage performance
- 09:45-10:30 | Frameworks
- 10:30-11:00 | Contract types
- 11:00-11:30 | Coffee break
- 11:30-11:45 | Contract types (continued)
- 11:45-12:30 | Roles
- 12:30-14:00 | Exercise: Current practice review

Day 2 - KPIs

- 09:00-09:45 | Selecting KPIs
- 09:45-10:30 | Targets
- 10:30-11:00 | Balanced scorecards
- 11:00-11:30 | Coffee break
- 11:30-11:45 | Balanced scorecards (continued)
- 11:45-12:30 | Data sources
- 12:30-14:00 | Workshop: KPI design

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Day 3 - Reviews

- 09:00-09:45 | Review meetings
- 09:45-10:30 | Scorecards
- 10:30-11:00 | Action plans
- 11:00-11:30 | Coffee break
- 11:30-11:45 | Action plans (continued)
- 11:45-12:30 | Escalation
- 12:30-14:00 | Simulation: Performance review

Day 4 - Underperformance

- 09:00-09:45 | Root causes
- 09:45-10:30 | Improvement plans
- 10:30-11:00 | Remedies
- 11:00-11:30 | Coffee break
- 11:30-11:45 | Remedies (continued)
- 11:45-12:30 | Termination
- 12:30-14:00 | Case study: Supplier failure

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| Day 5 - Reporting and Relationships

- 09:00-09:54 | Reporting
- 09:54-10:48 | Relationship management
- 10:48-11:00 | Continuous improvement
- 11:00-11:30 | Coffee break
- 11:30-12:12 | Continuous improvement (continued)
- 12:12-13:06 | Recognition
- 13:06-14:00 | Capstone: Performance framework

Seminar dates

Available seminar dates

Live dates and pricing for Contract Performance Management and KPIs generated from the course details page.

Date	Location	Format	Fee
9 - 13 November 2026	Munich	Classroom	€3,225
14 - 18 December 2026	Amsterdam	Classroom	€2,830
18 - 22 January 2027	Rome	Classroom	€3,460
15 - 19 February 2027	Istanbul	Classroom	€1,978
15 - 19 March 2027	Vienna	Classroom	€3,225
19 - 23 April 2027	Barcelona	Classroom	€2,815
17 - 21 May 2027	Rome	Classroom	€3,460
21 - 25 June 2027	Munich	Classroom	€3,225
19 - 23 July 2027	Madrid	Classroom	€3,400
16 - 20 August 2027	Rome	Classroom	€3,460

Seminar dates

Available seminar dates

Live dates and pricing for Contract Performance Management and KPIs generated from the course details page.

Date	Location	Format	Fee
20 - 24 September 2027	Istanbul	Classroom	€1,978
18 - 22 October 2027	Cape Town	Classroom	€1,625
15 - 19 November 2027	Barcelona	Classroom	€2,815
20 - 24 December 2027	Rome	Classroom	€3,460
9 - 13 November 2026	Online / Live	Online / Live	€1,815
14 - 18 December 2026	Online / Live	Online / Live	€1,815
18 - 22 January 2027	Online / Live	Online / Live	€1,815
15 - 19 February 2027	Online / Live	Online / Live	€1,815
15 - 19 March 2027	Online / Live	Online / Live	€1,815
19 - 23 April 2027	Online / Live	Online / Live	€1,815

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Date	Location	Format	Fee
17 - 21 May 2027	Online / Live	Online / Live	€1,815
21 - 25 June 2027	Online / Live	Online / Live	€1,815
19 - 23 July 2027	Online / Live	Online / Live	€1,815
16 - 20 August 2027	Online / Live	Online / Live	€1,815
20 - 24 September 2027	Online / Live	Online / Live	€1,815
18 - 22 October 2027	Online / Live	Online / Live	€1,815
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