



Operations and Maintenance Contracts - Management and Supervision

إدارة ومتابعة تنفيذ عقود التشغيل والصيانة

11 - 15 November 2024

Dubai / UAE

Introduction

Operation and maintenance contracts are considered among the most important contracts concluded by institutions and companies operating in various fields, as they aim to ensure the continuity and quality of the services and products they provide to customers. But not every operation and maintenance contract achieve its desired goals.

Contractors may face problems and difficulties in implementing the contract, monitoring its performance, or evaluating its results. Therefore, those responsible for managing and following up on operation and maintenance contracts need to develop their skills and abilities in this field and become familiar with the best practices and methods that ensure the success of contracts and achieve the satisfaction of both parties.

Objectives

- Explaining the concepts and types of operation and maintenance contracts and their importance.
- Determine the stages of preparing and implementing operation and maintenance contracts and the parties concerned with them.
- Using tools and techniques to conduct feasibility studies and economic analysis of operation and maintenance contracts.
- Applying the principles and standards of preparing quotations and tenders for operation and maintenance contracts.
- Analyze the risks of operation and maintenance contracts and develop plans to mitigate them.
- Preparing plans and programs to implement operation and maintenance contracts in accordance with the required specifications and quality.
- Using methods and indicators to monitor the performance of operation and maintenance contracts and evaluate their results.
- Resolving problems and disputes that may arise during the implementation of operation and maintenance contracts in peaceful ways.

Who Should Attend?

- Facility Managers and supervisors
- Contract managers and administrators
- Project managers and engineers
- Operations and maintenance managers and supervisors
- Procurement and supply chain professionals
- Quality assurance and control personnel
- Legal and Financial advisors and consultants

Course Outline**Day One****Concepts and types of operation and maintenance contracts**

- Definition of operation and maintenance contracts, their objectives and benefits.
- Classification of operation and maintenance contracts according to nature, duration, liability and compensation.
- Comparison between operation and maintenance contracts and construction and supply contracts.

Day Two**Preparing operation and maintenance contracts**

- Stages of preparing operation and maintenance contracts and the parties concerned with them.
- Feasibility studies and economic analysis of operation and maintenance contracts.
- Preparing quotations and tenders for operation and maintenance contracts.
- Analysis of risks of operation and maintenance contracts and mitigation plans.

Day Three**Implementing operation and maintenance contracts**

- Plans and programs for implementing operation and maintenance contracts.
- Technical specifications and quality required in operation and maintenance contracts.
- Financial management of operation and maintenance contracts.
- Human management of operation and maintenance contracts.

Day Four**Follow up on the performance of operation and maintenance contracts**

- Methods and tools for monitoring the performance of operation and maintenance contracts.
- Performance indicators of operation and maintenance contracts.
- Operation and maintenance contract performance reports.
- Evaluating the results of operation and maintenance contracts

Day Five**Resolving problems and disputes in operation and maintenance contracts**

- Causes of problems and disputes in operation and maintenance contracts.
- The effects of problems and disputes in operation and maintenance contracts.
- Methods of resolving problems and disputes in operation and maintenance contracts.
- Case studies in solving problems and disputes in operation and maintenance contracts.

Training Method

- Pre-assessment
- Live group instruction
- Use of real-world examples, case studies and exercises
- Interactive participation and discussion
- Power point presentation, LCD and flip chart
- Group activities and tests
- Each participant receives a 7” Tablet containing a copy of the presentation, slides and handouts
- Post-assessment

Program Support

This program is supported by interactive discussions, role-play, case studies and highlight the techniques available to the participants.

Schedule

The course agenda will be as follows:

- | | |
|---------------------|------------------|
| • Technical Session | 08.30-10.00 am |
| • Coffee Break | 10.00-10.15 am |
| • Technical Session | 10.15-12.15 noon |
| • Coffee Break | 12.15-12.45 pm |
| • Technical Session | 12.45-02.30 pm |
| • Course Ends | 02.30 pm |

Course Fees*

- **3,950 USD**
**VAT is Excluded If Applicable*

المقدمة

تعتبر عقود التشغيل والصيانة من أهم العقود التي تبرمها المؤسسات والشركات العاملة في مجالات مختلفة، حيث تهدف إلى ضمان استمرارية وجود الخدمات والمنتجات التي تقدمها للعملاء. ولكن ليس كل عقد تشغيل وصيانة يحقق الأهداف المرجوة منه، فقد يواجه المتعاقدون مشاكل وصعوبات في تنفيذ العقد أو متابعة أدائه أو تقييم نتائجه. لذلك، يحتاج المسؤولون عن إدارة ومتابعة عقود التشغيل والصيانة إلى تطوير مهاراتهم وقدراتهم في هذا المجال، والتعرف على أفضل الممارسات والأساليب التي تضمن نجاح العقود وتحقيق رضا الطرفين.

الأهداف

- شرح مفاهيم وأنواع عقود التشغيل والصيانة وأهميتها.
- تحديد مراحل إعداد وتنفيذ عقود التشغيل والصيانة والأطراف المعنية بها.
- استخدام أدوات وتقنيات لإجراء دراسات الجدوى والتحليل الاقتصادي لعقود التشغيل والصيانة.
- تطبيق مبادئ ومعايير إعداد عروض الأسعار والمناقصات لعقود التشغيل والصيانة.
- تحليل مخاطر عقود التشغيل والصيانة ووضع خطط للتخفيف منها.
- إعداد خطط وبرامج لتنفيذ عقود التشغيل والصيانة بما يتوافق مع المواصفات والجودة المطلوبة.
- استخدام أساليب ومؤشرات لمتابعة أداء عقود التشغيل والصيانة وتقييم نتائجها.
- حل المشكلات والنزاعات التي قد تنشأ خلال تنفيذ عقود التشغيل والصيانة بطرق سلمية.

الحضور

- مديري المرافق والمشرفين
- مديري العقود والإداريين
- مدراء المشاريع والمهندسين
- مديرو ومشرفو العمليات والصيانة
- المتخصصين في مجال المشتريات وسلسلة التوريد
- ضمان الجودة ومراقبة الموظفين
- المستشارين القانونيين
- المستشارين الماليين