



PROJECT AND CONTRACT MANAGEMENT

Contract and Supplier Performance Management

5 day course

Classroom, online or in-house

Course overview

A contract sets what a supplier owes; performance management determines whether you get it. This course covers the mechanism. Delegates work through defining performance measures that reflect the outcome rather than activity, service levels and the credits or remedies attached to them, and the governance rhythm of operational, tactical and strategic reviews. Data collection and its integrity are treated seriously, since a supplier reporting on its own performance has an obvious interest. Improvement planning, escalation and remediation are covered, and the course closes on the decision to exit a supplier relationship and on the transition that follows.

What you will learn

- Define measures that reflect outcome rather than activity
- Set service levels with credible remedies attached
- Establish a governance rhythm across operational and strategic levels
- Collect performance data with integrity where the supplier reports it
- Run improvement planning and escalate credibly
- Manage a remediation process and its evidence
- Decide on exit and manage the transition

Who should attend

- Contract and vendor managers
- Procurement and category managers
- Service delivery and operations managers
- Commercial and finance staff
- Public sector contract officers

Course outline

- 01 What performance management adds to a contract
- 02 Measures of outcome against measures of activity
- 03 Service levels, credits and remedies
- 04 Governance rhythm and review structure
- 05 Data integrity where the supplier reports
- 06 Improvement planning and escalation
- 07 Remediation and its evidence
- 08 Exit decisions and transition

Upcoming dates

Dates	Venue	Format	Fee per delegate
5 to 9 October 2026	Online	Online	R8,500
12 to 16 October 2026	Mbabane, Eswatini	Classroom	R19,950
18 to 22 January 2027	Cape Town, South Africa	Classroom	R19,950
8 to 12 March 2027	Durban, South Africa	Classroom	R19,950



Fees and how to register

This 5 day course is **R8,500** per delegate online, **R19,950** in the classroom in South Africa, Botswana, Namibia, Lesotho and Eswatini, and **USD 1,325** in the classroom elsewhere in Africa. In-house training is quotation on request. Book 2 or more delegates on this course and save 10%.

To register or request an in-house proposal, visit www.afrisciencegroup.com, email info@afriscience.co.za, or WhatsApp us on **+27 63 479 1136**.

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