

CASE STUDY

Contracts Management Training Program

project

A Government organisation identified the need to improve the knowledge and capability of their Operational Managers in terms of procurement and contract management.

To address this, they required the development and delivery of customised training to all Operational Managers across the state that reflected their relevant policies.

the challenges

- Risks associated with not having dedicated procurement professionals conducting the procurement activities.
- A lack of procurement accountability and compliance with policies/ procedures.
- Varying degrees of understanding and compliance with procurement policies, procedures and objectives, across the regions, as each division operated independently.
- Establishing consistent procurement training to be delivered across the four regions within the state.

our approach

- Ability to review the current procurement and contract management processes to identify the organisation's strengths/weaknesses and develop training accordingly.
- Deliver training utilising the organisation's current procurement and contract management templates, policies and procedures.
- Develop and deliver training packages to specifically address the state's relevant procurement policy and other relevant policies.

outcome

- Reduced risk exposure and improved procurement and contract performance, and contractual compliance.
- Applied a consistent implementation of procurement processes across the organisation.
- Improved staff skill levels and knowledge transfer, through onsite training and mentoring programs.

Training was delivered in segments over a period of approximately 11 months to ensure staff were not away from work too long, and to avoid compressing the information. Custom training manuals were developed with industry specific exercises and examples.