



Service Level Agreements

Service Levels Agreements (SLA) are a key component of contracts for the provision of outsourced services as they set out in detail the level and quality of service required from the supplier. Getting the level of detail right and identifying what really matters and how to measure performance is key to a successful contractual relationship. This seminar is designed to help you get the service you want right from the start and maintain it throughout the life of the contract

The programme

This one-day programme is targeted at managers of in-house or external service providers and will help them to:

- Identify key performance indicators
- Develop appropriate measures
- Construct a documented suite of relationship rules
- Document the features into a written agreement
- Monitor performance
- Develop a culture of continuous improvement

Who should attend?

Managers of in-house or external service providers including:

- Commercial managers
- Individuals involved with purchasing or establishing contracts
- Account managers
- Individuals involved with managing suppliers
- Managers considering outsourcing services or changing suppliers
- Individuals tasked with improving supplier performance

Benefits of Attending

Following this programme delegates will be able to:

- Identify the key stakeholders in any procurement
- Negotiate the soft contract with their internal clients
- Establish the assistance that the client needs and agree their role
- Market their services as consultants to internal clients.

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