Contractor Control and Performance Oversight Course

12 – 16 April 2027
Addis Ababa

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Training Center

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Ref: 606_223824 **Date:** 12 – 16 April 2027 **Location:** Addis Ababa **Fees:** 4500 Euro

Overview

Contractor Control and Performance Oversight Course is a one-week intermediate course for professionals responsible for contractor delivery who leave with a Contractor Control File and Performance Scorecard. Participants establish governance, plan contractor mobilization, set measurable deliverables, run performance monitoring, control instructions and changes, document nonconformance, coordinate corrective action, and prepare contractor close-out. The course resolves weak evidence and unclear authority through linked registers, review routines, and escalation paths. Agile Leaders Training Center presents contractor control as an evidence-based owner-side discipline.

Who Should Attend

- Contract functions responsible for day-to-day contractor governance and records
- Procurement functions supporting post-award performance and payment reviews
- Project teams coordinating contractor deliverables, interfaces, and changes
- Site functions verifying progress, quality evidence, and handover readiness
- Operations teams receiving contractor outputs and tracking corrective actions

The course assumes participants already work with active contracts and leaves out supplier sourcing, tender evaluation, claims administration, jurisdiction-specific legal advice, and specialist safety management.

Departments and Industries

The course supports departments and industries that rely on controlled contractor delivery.

- Contracts, procurement, commercial, and supplier management
- Projects, operations, maintenance, and facilities
- Manufacturing, energy, logistics, and transport
- Technology, telecommunications, and professional services
- Healthcare, real estate, infrastructure, and hospitality

Learning Objectives

By the end of this course, participants will be able to:

- Analyze contractor governance, authority, and delivery interfaces
- Build mobilization and readiness controls for contracted work
- Use scorecards and evidence registers to monitor performance
- Evaluate progress and supporting records before payment review
- Diagnose nonconformance and prioritize corrective action
- Create a Contractor Control File for handover and close-out

Course Agenda

Day 1: Establishing Contractor Governance

- Contract Holder Authority Map
- Responsibility and Interface Matrix
- Scope-to-Deliverable Traceability Table
- Communication and Instruction Protocol
- Contractor Control File Structure

Day 2: Mobilization and Delivery Controls

- Contractor Mobilization Readiness Checklist
- Kick-Off Meeting Control Agenda
- Service Level and Acceptance Criteria Matrix
- Work Authorization and Instruction Log
- Interface Coordination Register

Day 3: Monitoring Performance Evidence

- Contractor Performance Scorecard Design
- Key Performance Indicator Evidence Map
- Progress Verification Review Method
- Quality Record and Deliverable Tracker
- Payment Support Evidence Checklist

Day 4: Controlling Change and Nonconformance

- Contract Change Control Register
- Scope Deviation Assessment Method
- Nonconformance Record Workflow
- Corrective Action Priority Matrix
- Escalation and Decision Brief

Day 5: Contractor Control Practice

- Exercise: Map Governance and Delivery Interfaces
- Exercise: Test Mobilization Readiness
- Exercise: Score Performance from Evidence
- Exercise: Resolve Change and Nonconformance
- Capstone Exercise: Contractor Control File and Close-Out Pack

Practical Exercises

The course uses suggested activities to practice contractor control across operating environments.

- Suggested activity: map responsibilities and instructions for a facilities service contract.
- Suggested activity: score logistics contractor performance from mixed evidence.
- Suggested activity: diagnose a manufacturing contractor's scope deviation and corrective action.
- Suggested activity: prepare handover controls for a technology installation contractor.

FAQs

Who suits the Contractor Control and Performance Oversight Course, and what does it assume?

It suits professionals responsible for active contractor delivery and assumes they can navigate contract scope, correspondence, progress records, and internal approval routes.

How does contractor control differ from contractor sourcing training?

Contractor control manages performance after award through governance, mobilization, evidence, instructions, changes, corrective action, and close-out, while sourcing training concentrates on market engagement, tendering, and supplier selection.

What is a contractor performance scorecard?

A contractor performance scorecard is a structured record that compares agreed indicators, delivery evidence, exceptions, actions, and review decisions over the contract period.

How does contractor control support payment review?

Contractor control supports payment review by linking claimed progress to accepted deliverables, quality records, approved instructions, unresolved exceptions, and the authority responsible for verification.

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What work product does contractor performance oversight create?

Contractor performance oversight creates a Contractor Control File that organizes responsibilities, readiness evidence, performance results, change records, nonconformance, corrective actions, and close-out decisions.

Conclusion

Participants leave with a Contractor Control File and Performance Scorecard for active service or project contracts. The file connects governance, mobilization, deliverables, evidence, payment support, changes, corrective action, handover, and close-out. Teams can use it to make contractor oversight traceable and coordinate decisions across contract, project, site, and operations functions.