



Using SLAs to Maximize Supplier Performance

What You'll Learn

You'll understand the importance of using a flexible framework for your SLAs to prevent repeated (and often protracted) negotiations as your performance needs change. You'll learn about the core components of SLAs, pitfalls to watch out for, and factors necessary for SLA success. In addition, you'll practice applying these SLA principles in several exercises based on real-world examples.

Should You Attend?

If you work in contract management, project management, Procurement/Sourcing or another department heavily involved in the drafting, negotiating, or reviewing service level agreements, this Workshop is for you.

Skills, Tips, and Insights You'll Leave With

- When to use and when not to use SLAs
- The core components of SLAs
- SLA management techniques
- How to draft flexible SLAs to improve supplier performance
- 15 common SLA pitfalls and how to avoid them
- 20 critical factors necessary for SLA success

Workshop Length and Delivery Model

2 days of live training conducted at your site...at your convenience

No Hagggle/No Hassel Pricing

\$18,500 USD for continental US sites (all travel and other expenses included); contact us for pricing outside of the continental US

Contact Us Today to Schedule This Workshop at Your Site

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