PROCUREMENT, CONTRACTS & LOGISTICS / PM-PRO-003

Managing Service Agreements

COURSE OVERVIEW

This programme develops a working approach to managing service agreements in the context of sourcing, contract performance and delivery choices. Participants move from understanding the main concepts to examining a case, testing alternatives and explaining a practical recommendation. The three modules focus on scope definition, service measures and change control. Examples are selected after the training brief so that they reflect the responsibilities and experience of the participant group.

LEARNING OBJECTIVES

1. Explain the role of scope definition and identify the information required for a reliable assessment.

2. Use a structured worksheet to examine service measures and compare reasonable alternatives.

3. Identify assumptions, missing evidence and implementation concerns related to change control.

4. Prepare an option comparison with cost, service and exposure considerations for discussion with a supply-chain team.

5. Translate the exercise into a workplace action plan with owners, review points and measurable progress.

WHO BENEFITS

Buyers and sourcing professionals: apply scope definition to their responsibilities through a guided case and a course-specific worksheet. Contract and supply-chain coordinators: apply service measures to their responsibilities through a guided case and a course-specific worksheet. Operations and logistics planners: apply change control to their responsibilities through a guided case and a course-specific worksheet.

DELIVERY AT A GLANCE

Indicative format: three learning days, one module per day. In-house and live online options. English or Arabic delivery is subject to a suitably qualified instructor. Shorter executive sessions may be scoped separately. Fees are quoted after the brief.

PRACTICAL LEARNING PLAN

Day 1: Scope definition

Map a current situation involving scope definition; separate facts from assumptions and identify questions that need clarification.

Method: short concept discussion, guided worksheet, group comparison and instructor feedback.

Day 2: Service measures

Compare two approaches to service measures; explain the expected benefits, limitations and information gaps.

Method: short concept discussion, guided worksheet, group comparison and instructor feedback.

Day 3: Change control

Develop an action plan for change control; assign responsibilities and agree how results should be reviewed.

Method: short concept discussion, guided worksheet, group comparison and instructor feedback.

APPLIED EXERCISE

Working as a supply-chain team, participants receive a fictional workplace scenario with incomplete information. They identify evidence gaps, compare alternatives and prepare an option comparison with cost, service and exposure considerations. Assessment focuses on reasoning, assumptions and a clear explanation of the proposed next step.

PARTICIPANT TAKEAWAYS

A completed case worksheet, a topic checklist and a personal workplace action plan. Materials are educational; no professional accreditation, licence or examination award is implied.

PROPOSED DELIVERY WINDOWS

These are indicative dates for expressions of interest, not confirmed events. No venue or instructor booking is represented. Each option requires a written quotation, suitable instructor, venue agreement and sufficient enrolment before confirmation. Do not make travel arrangements on the basis of this brochure.

Location / format	Start	End	Status
Muscat, Oman / In person	07 Dec 2026	09 Dec 2026	Proposed
Dubai, UAE / In person	11 Jan 2027	13 Jan 2027	Proposed
Live online / Online	15 Feb 2027	17 Feb 2027	Proposed

TAILORING THE PROGRAMME

Before delivery, agree the participant profile, priority problems, language, format, duration and expected outputs. Relevant examples can be adapted to energy and related sectors. Specialist legal, engineering, tax, certification or technical verification matters require appropriately qualified professionals under a separately agreed scope.

REQUEST AN OFFER

Share the course code, organisation, participant count, preferred delivery option and learning priorities. PetroMargin will clarify the brief before issuing a delivery proposal.

PetroMargin Commercial Advisory

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