ENSURING VENDORS DELIVER TO THE BUSINESS REQUIREMENTS

PM09.40

Companies are relying more and more on vendors to help them complete critical project work. In many cases, the vendor actually takes responsibility for delivering certain components of the project. When this happens, the vendor should not be allowed to work independently until the expected delivery date. That is a recipe for disappointment and failure. Instead, the project manager needs to make sure that the vendor has a complete and clear set of requirements, as well as a contract that sets the right expectations and motivations. The project manager then needs to manage and monitor the vendor to ensure they meet the business requirements and the contractual requirements established up-front. Many of the project management techniques are similar to those utilized on internal work. However, there are many processes and techniques that are unique to a client - vendor relationship.

PREREQUISITES

- None

LEARNING OBJECTIVES

At the end of this class, participants should be able to:

- Understand the basics of projects and requirements
- Elicit requirements using a number of techniques
- Discuss the basics of vendor-client relationship
- Define, plan and execute a project with outsourced work
- Manage and monitor a project with outsourced work

WHO SHOULD ATTEND

- Project managers and team members where vendors take responsibility for deliverables
- Managers that need to understand how vendor management processes works on a project
- All stakeholders that provide requirements for outsourced components of a project

COURSE OUTLINE

- Overview of projects and requirements
- Elicit the requirements
- Complete the requirements
- Overview of procurement
- Define, plan and execute outsourced work
- Manage and monitor outsourced work

There are numerous exercises to reinforce the concepts taught in the class.

CLASS LENGTH

- Two days (16 PDUs)