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COURSE BROCHURE

Advanced Contract Administration and Performance Benchmarking Course

28 February – 11 March 2027
Amman

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Registered in the United Kingdom and Saudi Arabia

Advanced Contract Administration and Performance Benchmarking Course

Ref: 160_4487 **Date:** 28 February – 11 March 2027 **Location:** Amman **Fees:** 5500 GBP

Contract Administration and Performance Benchmarking is a 2-week advanced training course for contract administrators, performance analysts and commercial controllers who keep the records behind major agreements and compare how those agreements perform, and each participant builds a contract performance benchmarking dashboard. Auditors and executives now expect contract records to prove entitlement and value on demand. Jupiter Prime Training delivers contract administration and performance benchmarking for specialists who run that evidence base.

Why Contract Administration and Performance Benchmarking Matter Now

Three pressures shape the subject. Internal audit and external assurance teams test whether payments, variations and approvals trace back to signed records. Executives want to know whether one supplier, region or contract model performs better than another, not only whether a single agreement is on track. Digital document systems create volume but not order, so administrators must impose structure on correspondence and data. Organisations with disciplined registers and credible baselines defend their positions and spot underperformance early; those with scattered files lose entitlement and cannot tell good contracts from poor ones. The course draws on the manage stage of the World Commerce & Contracting WorldCC lifecycle and on record-keeping practice under International Federation of Consulting Engineers FIDIC forms.

Who Gains Most from Contract Administration and Performance Benchmarking

- Contract administrators who maintain registers, correspondence and approvals for live agreements
- Performance analysts who build measures, baselines and comparisons across contracts
- Payment certifiers and commercial controllers who validate valuations and invoices
- Document controllers who run filing, version control and transmittals
- Assurance and audit liaison staff who answer queries on contract evidence

A contracts office or project controls unit gains most when its administrators, analysts and document controllers attend together and agree one register structure and one set of baselines.

Contract Administration and Performance Benchmarking Capabilities

Participants learn to treat every letter, certificate and log entry as data that can later prove a position or reveal a trend.

- Design a contract administration register set covering correspondence, approvals and variations — contract owners
- Apply correspondence control and transmittal rules that preserve evidence — legal and claims advisers
- Test payment certificates against measured progress and agreed rates — finance controllers
- Calculate cost, time and quality indicators consistently across contracts — portfolio sponsors
- Build internal and external baselines for performance comparison — executive committees
- Communicate benchmarking results with clear caveats and next steps — audit committees

Key Contract Administration and Performance Benchmarking Terms

- Contract register — a structured log of each agreement's key data, documents, dates, owners and status.
- Transmittal — a controlled record of documents sent or received, showing version, date and recipient.
- Payment certificate — a formal statement of the amount due to a supplier for work measured in a period.
- Variation log — a running record of proposed, approved and rejected changes with value and time effects.
- Baseline — a reference value, drawn from past contracts or external sources, against which current performance is compared.
- Normalisation — adjusting data for size, scope or duration so different contracts can be compared fairly.

Contract Administration and Performance Benchmarking Day by Day

Day 1: The Administrator's Role in Contract Value

- Administration Function Map — Linking Records To Entitlement And Assurance
- Evidence Failure Case Studies From Utilities And Telecoms — Costs Of Poor Records
- Information Needs Of Auditors And Executives — Defining What Records Must Prove
- Administration Maturity Scan — Prioritising Register And Data Gaps
- Roles And Delegation Matrix — Assigning Record Ownership

Day 2: Contract Registers and Data Structures

- Master Contract Register Fields — Choosing The Minimum Reliable Dataset
- Key Dates And Milestone Calendar — Triggering Timely Actions
- Obligations And Deliverables Log — Tracking Submissions And Approvals
- Document Numbering And Classification — Finding Records Quickly
- Data Quality Rules — Preventing Duplicates And Missing Values

Day 3: Correspondence and Document Control

- Correspondence Protocol Design — Defining Channels, Signatories And Formats
- Transmittal And Version Control — Proving What Was Sent And When
- Meeting Minutes As Contract Records — Capturing Instructions And Agreements
- Site And Service Records — Daily Reports, Timesheets And Logs
- Archiving And Retention Schedules — Keeping Records Retrievable For Audit

Day 4: Payment Certification

- Measurement Methods — Quantities, Milestones And Percentage Complete
- Interim Payment Application Review — Checking Against Records And Rates
- Retention, Advance And Deduction Tracking — Reconciling Running Balances
- Invoice Matching Routine — Linking Orders, Receipts And Certificates
- Payment Certificate Audit Trail — Supporting Later Assurance Reviews

Day 5: Variation and Change Logs

- Variation Log Structure — Recording Status, Value And Time Effect
- Instruction To Valuation Workflow — Keeping Each Step Evidenced
- Pending Change Exposure Report — Showing Unapproved Commitments
- Change Trend Indicators — Measuring Growth Against Original Value
- Notice And Claim Cross-Referencing — Linking Changes To Entitlement Records

Day 6: Performance Indicators for Contracts

- Indicator Families — Cost, Time, Quality, Safety And Relationship
- Formula And Data Source Definitions — Making Indicators Repeatable
- Leading Indicators From Administration Data — Late Approvals And Overdue Responses
- Indicator Owners And Reporting Frequency — Sustaining Measurement
- Indicator Validation Checks — Testing Accuracy Before Publication

Day 7: Building Benchmarking Baselines

- Internal Baseline From Closed Contracts — Learning From Own History
- External Reference Data — Selecting Credible Comparison Sources
- Normalisation Techniques — Adjusting For Size, Duration And Complexity
- Peer Group Selection — Comparing Like With Like
- Baseline Documentation — Recording Assumptions And Limitations

Day 8: Analysing and Interpreting Comparisons

- Variance And Gap Analysis — Locating Significant Performance Differences
- Root Cause Exploration — Separating Contract Model, Supplier And Client Factors
- Outlier Treatment — Deciding When To Exclude Or Investigate
- Statistical Sense Checks — Avoiding False Conclusions From Small Samples
- Improvement Opportunity Ranking — Prioritising Actions By Value

Day 9: Reporting and Dashboards

- Audience-Specific Report Design — Operational, Management And Board Views
- Dashboard Layout Principles — Showing Trend, Status And Comparison Clearly
- Narrative Commentary — Explaining Movements And Caveats
- Audit Query Response Packs — Assembling Evidence Quickly
- Reporting Calendar — Aligning Cycles With Governance Meetings

Day 10: Practising the Contract Performance Benchmarking Dashboard

- Register And Log Health Check For A Live Portfolio — Confirming Data Readiness
- Payment And Variation Reconciliation — Validating Financial Inputs
- Baseline Selection For The Portfolio — Applying Normalisation Rules
- Indicator Set And Commentary Draft — Testing Interpretations With Peers
- Contract Performance Benchmarking Dashboard — Presenting The Dashboard For Challenge

Applying Contract Administration and Performance Benchmarking After the Course

- Rebuild the master contract register and variation log for one portfolio using the agreed field set and data quality rules.
- Produce a first internal baseline from closed contracts and present variances for three live agreements to the contracts lead.

Contract Administration and Performance Benchmarking Questions FAQ

What is contract administration and performance benchmarking, and why does it matter now?

Contract administration and performance benchmarking combines disciplined records for correspondence, payments and variations with comparison of contract results against credible baselines. It matters now because auditors demand traceable evidence and executives want to know which suppliers and contract models perform better.

Which roles gain most from contract administration and performance benchmarking training?

Contract administrators, performance analysts and payment certifiers gain most, because they keep the registers and produce the indicators. Document controllers and audit liaison staff also benefit from shared record structures and clear reporting.

How does contract administration and performance benchmarking training differ from a contract law course?

It focuses on records, data and comparison rather than legal interpretation. A contract law course explains rights and remedies; this course builds the registers, logs, indicators and baselines that prove those rights and show how agreements perform over time.

What do you bring back from contract administration and performance benchmarking training?

You bring back a contract performance benchmarking dashboard for a portfolio you administer, built on cleaned registers, reconciled payments and documented baselines. Your contracts office can extend it to other portfolios.

Contract Administration and Performance Benchmarking: The Way Forward

The contract performance benchmarking dashboard first informs which agreements in the portfolio deserve deeper review or supplier conversations. Administrators, analysts and contract owners use it at every reporting cycle. After the first quarter, revisit baseline assumptions and indicator definitions, because new closed contracts and audit feedback usually show where comparisons need sharper normalisation.