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COURSE BROCHURE

# Maintenance Manager Contracts and Reporting Training Course

15 – 19 August 2027
Dubai

# Maintenance Manager Contracts and Reporting Training Course

**Ref:** 1630_59680 **Date:** 15 – 19 August 2027 **Location:** Dubai **Fees:** 4900 GBP

Maintenance Manager Contracts and Reporting is a 1-week training course for maintenance managers and aspiring maintenance heads who must control contractors, staff the department sensibly and report results upward, finishing with a departmental management plan. More maintenance work is now outsourced while senior leaders expect concise, evidence-based reports. Jupiter Prime Training offers this course to sharpen how maintenance managers write contracts, judge contractor performance and present the department to executives.

## Why Maintenance Manager Contracts and Reporting Matters Now

Three groups shape the maintenance manager's role today: contractors who carry a growing share of skilled work, finance and procurement colleagues who scrutinise every renewal, and executives who want a one-page story rather than a spreadsheet. A manager who writes clear scopes and reports with purpose keeps control of quality and earns budget; one who does not inherits disputes and loses credibility. The course draws on the balanced scorecard model, service level agreements SLAs and the make-or-buy decision method to give managers structures they can defend.

## Who Gains Most from Maintenance Manager Contracts and Reporting

- Managers accountable for outsourced maintenance scopes and contractor performance
- Department heads preparing monthly reports for executive committees
- Senior engineers moving into their first department management post
- Contract owners who approve variations and contractor invoices
- Maintenance managers sizing in-house crews against contracted support

Organisations with several sites gain most when their site maintenance managers attend together and leave with one reporting format and one contractor scorecard.

## Maintenance Manager Contracts and Reporting Capabilities

Participants practise the decisions that sit on a maintenance manager's desk each month, from scope wording to the executive summary.

- Weigh in-house versus contracted delivery for each maintenance activity — make-or-buy decisions
- Specify scopes of work and SLAs for maintenance contracts — procurement and contractors
- Assess contractor performance with a weighted scorecard — renewal decisions
- Calculate crew size from backlog and planned workload — staffing requests
- Build a balanced scorecard for the maintenance department — executive committees
- Communicate department results in a short executive report — senior leadership

## Key Maintenance Manager Contracts and Reporting Terms

- Scope of work — the written description of tasks, standards and limits a maintenance contractor must deliver.
- Service level agreement SLA — measurable response and performance targets agreed between a maintenance provider and its customer.
- Make-or-buy decision — the choice between performing maintenance in-house or contracting it, based on cost, risk and capability.
- Contractor scorecard — a weighted set of measures used to rate a contractor's safety, quality, timeliness and cost.
- Balanced scorecard — a reporting model grouping measures into financial, customer, process and learning perspectives.
- Backlog in crew-weeks — outstanding planned work expressed as weeks of available crew time.

## Maintenance Manager Contracts and Reporting Day by Day

### Day 1: The Manager's Span of Control

- Maintenance Department Charter — Defining Purpose, Services and Boundaries
- Make-or-Buy Decision Method — Choosing In-House or Contracted Delivery
- Crew Sizing From Backlog — Justifying Headcount Requests
- Annual Maintenance Budget Structure — Separating Routine, Project and Shutdown Spend
- Stakeholder Map for the Maintenance Manager — Prioritising Executive Relationships

### Day 2: Writing Maintenance Contracts

- Scope of Work Drafting — Describing Tasks, Standards and Exclusions
- Contract Pricing Models — Comparing Lump Sum, Rates and Incentive Terms
- SLA Target Setting — Fixing Response Times and Quality Thresholds
- Contractor Prequalification Criteria — Screening Safety and Technical Capability
- Variation and Claims Control — Handling Scope Changes Without Disputes

### Day 3: Controlling Contractor Performance

- Weighted Contractor Scorecard — Rating Safety, Quality, Time and Cost
- Contractor Site Induction and Permits — Integrating External Crews Safely
- Monthly Contract Review Meetings — Agreeing Corrective Actions With Suppliers
- Invoice Verification Against Work Orders — Preventing Overpayment
- Renewal or Exit Decisions — Using Scorecard Evidence at Contract End

### Day 4: Reporting to Senior Leadership

- Balanced Scorecard for Maintenance — Selecting Measures Across Four Perspectives
- Leading and Lagging Indicators — Showing Cause Alongside Result
- One-Page Executive Report — Telling the Department Story Clearly
- Budget Variance Explanation — Defending Overspend and Underspend
- Presenting to Executive Committees — Framing Requests in Business Terms

## Day 5: Practising the Departmental Management Plan

- Make-or-Buy Review of a Case Department — Applying the Decision Method
- Contract Scope and SLA Draft — Applying Contract Writing Rules
- Scorecard Rating of a Case Contractor — Applying Performance Criteria
- Executive Report Rehearsal — Applying the One-Page Format
- Departmental Management Plan — Combining Staffing, Contracts and Reporting Choices

## Applying Maintenance Manager Contracts and Reporting After the Course

- Rate your two largest maintenance contractors on the weighted scorecard and share results at the next contract review.
- Replace the monthly maintenance report with a one-page balanced scorecard and gather executive feedback.

## Maintenance Manager Contracts and Reporting Questions FAQ

### What is maintenance manager contracts and reporting, and why does it matter now?

It is the part of the maintenance manager's job that controls contractors, sizes crews and reports results to executives. It matters now because outsourcing is rising and leaders expect concise evidence before approving spend.

### Which roles gain most from maintenance manager contracts and reporting?

Maintenance managers, department heads, contract owners and senior engineers stepping into management gain most. Examples come from facilities management and mining operations, so you can relate each method to your own contracts.

### How does maintenance manager contracts and reporting differ from a maintenance budgeting course?

It centres on contractor control and executive reporting. Budgeting courses go deeper into cost modelling and spend forecasting, which this course covers only as far as a manager needs to explain variances.

### What do you bring back from maintenance manager contracts and reporting?

You bring back a departmental management plan covering staffing, contract scopes, a contractor scorecard and a one-page reporting format, ready to adapt to your own department.

## Maintenance Manager Contracts and Reporting: The Way Forward

The departmental management plan brings staffing, contract and reporting choices into one document. Its first use is deciding which activities stay in-house at the next contract renewal. Maintenance managers share it with procurement and their executive sponsor, and after one reporting cycle the scorecard measures deserve review, since executives quickly show which numbers they actually use.