



**“Outsourcing and Contract Management for Competitive Advantage”: A 6-day (21 – 26<sup>th</sup> Dec 2020) Online Training Program by IIT Kharagpur**

**1. Introduction:**

Outsourcing and contract management are integral part of today’s competitive business world, whose importance are well-acknowledged. Outsourcing helps an organization to improve flexibility and focus on core activities, and develop competitive advantage. Outsourcing non-core activities enables an organization to leverage their suppliers’ strengths and thereby increase its ability to deliver value to its customers. However, effective outsourcing requires both strategic and tactical analysis based on special competency of human resources involved in purchasing, materials management, stores, supply chain, and other related areas. Therefore, understanding of contract and relationship management techniques, tools, and collaboration is essential to meet the strategic goals and objectives of an organization.

Contract management is the process of systematically and efficiently managing contract creation, execution, and analysis for the purpose of maximizing financial and operational performance and minimizing risk. It emphasizes on forging work relationships with customers, vendors, partners, employees and other stakeholders, and encompasses negotiating the terms and conditions in contracts and ensuring compliance, documenting and agreeing on any changes or amendments that may arise during its implementation.

**2. Program Objectives:**

The program aims to provide basic understanding of the dynamics involved in managing outsourcing and contract management functions. It encompasses managing outsourcing and inter-organizational relations, contracts and procurement including timely delivery with desired quality at specified/agreed performance requirement. It emphasizes on empowering supply professionals to foster synergistic opportunities and developing special skills to face the challenges. The course will help the participants - working professionals and managers to develop outsourcing and contract management skills, and apply it to their work to meet the need of the organization.



This course will provide a foundation of commercial contracts management, managing legal risks associated with breach of contracts. It will also provide a comprehensive understanding of the commercial dispute settlement techniques like adjudication, arbitration and alternate dispute resolutions. Furthermore, the course dwells on the art of negotiation, techniques of negotiation and related issues, which will be helpful to the practicing managers, professionals and academics.

### 3. Program Module/Content

1. Strategic dimensions of sourcing
2. Specification & Standardization – issues in contract drafting
3. Relationship and Contract Management
4. Project Finance Contracts; Cyber Contracts
5. Preparation and Evaluation of RFP: Best Practices
6. Procurement of Capital Equipment, Services including Government procurement
7. Arbitration and Alternate Dispute Resolutions
8. Outsourcing: To Make or Buy, and Managing Inter-organizational Relationships
9. The Art of Negotiation, and Negotiation Techniques
10. Contract Risk Management
11. Contract Communication Management

### 4. Program Features/Pedagogy

- Online lectures – 60%
- Online Case study and Activity – 40%

### 5. Program Schedule and Platform

- 21 - 26<sup>th</sup> Dec 2020 (Monday – Saturday)
- **6 days,** @3 hrs/day (2 PM- 5:30 PM)
- Platform (Zoom/Webex/Moodle etc.) - To be intimated later

### 6. Session Schedule:

- To be intimated later



7. **Program Fee**

- **INR 6,000/- per person per day + GST**  
(including Course package)
- **Last date for Enrolment: 11<sup>th</sup> Dec 2020**

8. **Batch size: 25** (approx.)

9. **How to Apply**

Please visit IIT Kharagpur website: <http://www.iitkgp.ac.in/>

Go to “Apply for CEP Events”: <https://erp.iitkgp.ac.in/CEP/courses.htm>

Click on “How to Apply”:

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Click on “How to Pay”:

[https://erp.iitkgp.ac.in/CEP/CEP\\_Payment\\_Document\\_18032020.pdf](https://erp.iitkgp.ac.in/CEP/CEP_Payment_Document_18032020.pdf)

10. About the Course Coordinators:

**Dr.Pradip K. Ray**

Prof Pradip K Ray is the Dean – Vinod Gupta School of Management with more than 30 years of experience in teaching and 8 years in the industry. His teaching and research interests are in the areas of Operations Management including quality and reliability management, inventory management, productivity management, safety management, ergonomics, manufacturing, and health care system. He has published several books and international papers (total 162 nos.), and undertaken several consultancy work of national importance (27 nos. till date). He is a certified Lead Assessor for ISO-9001 and Visiting Professor of several foreign universities including USA. He received BE(Mech), M.Tech. and Ph.D. degrees in Industrial Engineering & Management from IIT Kharagpur.

**Dr.Sanjib Chowdhury**

After working for **34 years** in two major oil companies in *India and Kuwait*, Sanjib Chowdhury joined *Indian Institute of Technology, Kharagpur* at Vinod Gupta School of Management in Feb 2018 as *Visiting Faculty* in the areas of: (a) Strategic Management (b) Operations Management, and (c) Project Management.



He has extensive work experience (36+ years) in the cross-functional areas of: *Strategic and Corporate Planning, Optimization and Business Performance Improvement, Project Management, HR and General Management*, and had held responsible positions. He is the recipient of Kuwait Gulf Oil Company (KGOC) Ideal Employee Award, ONGC Chairman's Award, ONGC Director's Award to mention a few.

Based on his work experience, he has authored a book titled "*Optimization and Business Improvement studies in Upstream Oil and Gas Industry*", John Wiley & Sons Inc., New Jersey, USA, August 2016 (sole-authored, international publication).

He holds B. Tech., M. Tech., and Ph. D. degrees in Industrial Engineering and Management all from the Indian Institute of Technology, Kharagpur, and published several technical papers in journals of repute.

#### **Other faculty for the course**

##### **Dr. Surojit Mookherjee**

Prof. Surojit Mookherjee's experience includes 15 years of industrial research, manufacturing, Operations, Joint Venture set up in the field of metal cutting tool and powder metallurgy. Post his industrial stint, he migrated to SAP project implementation and management, Business consulting, IT Outsourcing, Program management and IT Service sales for global clients. During this period of 18 years, he worked with Pricewaterhouse Coopers and IBM India. He holds B.Tech. and Ph.D. degrees from IIT Kharagpur.