

PCMG's Outsourcing Essentials Course 3rd and 4th October 2017, London Course Outline

Training Day 1 from 09:00 to 18:15

Training Day 2 from 09:00 to 16:30

Module 1: Suppliers and Sourcing Approaches

- General introduction to outsourcing
- Designing an Outsourcing Strategy
- Clinical Research supplier market
- Insourcing / Outsourcing
- Tactical / Strategic Outsourcing – Partnership Ladder
- Critical success factors for suppliers

Module 2: Outsourcing Process

- Regulatory Requirements and Common Inspection Findings
- Process overview from study design to final payment
- The role of the Outsourcing Manager

Module 3: Financial Considerations

- Outsourcing costs
- Contract models
- Cash flow
- Payment terms

Module 4: Negotiation

- The negotiation process
- Planning the strategy
- Practical negotiation skills

Module 5: Legal Issues in Outsourcing

- Key documents
- Legal terms
- Typical legal issues and how to overcome them

Module 6: Risk Management

- Introduction to Risk Management
- Using scenarios:
 - Consider areas of risk in outsourcing a project
 - What contingency measures can be put in place?
 - How can these be managed and measured?

Module 7: Relationship Management

- How to establish a relationship
- Governance
- Common problems
- Key success criteria
- Understand key stakeholder requirements

Module 8: Financial Oversight during the project

- Fiscal accounting regulations
- Earned Value Analysis
- Changes in Scope

Module 9: Oversight and Performance Management

- Study Oversight
- Performance Metrics and KPIs as tool to manage contract and relationship
- Issue management and resolution
- Using “lessons learnt” to improve for the future