



PCMG's 3-star accredited Outsourcing Essentials Course

Agenda: 10th and 11th April 2018, London

Tuesday, 10th April 2018 from 09:00 to 18:15

09:00 Welcome and Introductions, Objectives

09:45 Module 1: Strategies, Suppliers and Sourcing Approaches

- General introduction to outsourcing
- Designing an Outsourcing Strategy
- Clinical Research supplier market
- Insourcing / Outsourcing
- Critical success factors for suppliers
- Set up of a typical CRO collaboration

11:45 – 14:45 Module 2: Outsourcing Process

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

Including Lunch from 12:45 - 13:45

14:45 Module 3: Financial Considerations

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

16:00 – 16:15 Coffee

16:15 Module 4: Negotiation

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

Approx 18:15 Close of Training day 1

Wednesday, 11th April 2018 from 09:00 to 16:45

09:00 Introduction to Day 2

09:20 Module 5: Legal Issues in Outsourcing

- Development of a contract
- Key documents
- Legal terms
- Typical legal issues and how to overcome them

10:20 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?

11:20 – 11:35 Coffee

11:35 Module 7: Relationship Management

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

13:00 – 14:00 Lunch

14:00 Module 9: Financial Oversight during the project

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

15:00 Module 10: Oversight and Performance Management

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

16:15 Review of objectives and achievements

16:45 Training Close