

PCMG'S Advanced Outsourcing Course 15th, 16th & 21st November 2023 Online

Wednesday 15th November

12:45: Arrival Time; please ensure your Zoom account is updated before joining.

PROMPT START AT 13:00

13:00: **Welcome:**
Introductions, objectives & challenges discussed
Pauline van Heiningen

13:30: **Recap; Strategies and Sourcing Approaches**
Julianne Hull

13:45: **Recap; Outsourcing Process**
Dorte Pederson

14:05: **BREAK**

14:15: **Manage your strategy; Video**

14:20: **Manage your strategy; Stakeholder Management**
Jean Edwards

15:20: **BREAK**

15:30: **Manage your strategy; Subcontracting**
Dorte Pederson

16:00: **Manage your strategy; Role of the Outsourcing Manager**
Dorte Pederson

16:20: **Q&A**

16:30: **Session 1 Wrap-up**

Thursday 16th November

12:45: Arrival Time; please ensure your Zoom account is updated before joining.

PROMPT START AT 13:00

13:00: **Recap; Oversight, performance and relationship management**
Pauline van Heiningen

- 13:15:** **Recap; Risk management in context of outsourcing process**
Jean Edwards
- 13:30:** **Overcome performance issues; Video**
- 13:35:** **Overcome performance issues; Governance driving oversight**
Julianne Hull
- 14:05:** **BREAK**
- 14:15:** **Overcome performance issues; Performance management and contract termination**
Pauline van Heiningen
- 15:25:** **BREAK**
- 15:35:** **Overcome performance issues; Vendor relationship management**
Jean Edwards
- 16:20:** **Q&A**
- 16:30:** **Session 2 Wrap-up**

Tuesday 21st November

12:45: **Arrival Time; please ensure your Zoom account is updated before joining.**

PROMPT START AT 13:00

- 13:00:** **Recap; Financial Considerations**
David Davies
- 13:15:** **Recap; Contracts and Legal Aspects**
Antje Hindahl
- 13:30:** **BREAK**
- 13:40:** **Master change orders; Video**
- 13:45:** **Master change orders; Financial processes**
David Davies
- 15:05:** **Break**
- 15:15:** **Master change orders; contracts**
Antje Hindahl
- 15:35:** **Master change orders; Participants' challenges & AOB**
Jean Edwards
- 16:00:** **End of Course**