**[Month] Contract**

**Management Report**



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| **Governance** |
| **No.** | **Action Item** | **Suggestion / Proposal** |
| 1 | No standard procedures on contract management | Identification of processes or procedures and development of such procedures whether existing or not. |
| 2 | [item] | [proposal] |
| 3 |  |  |
| **Roles and Responsibilities** |
| 1 | Role definitions for key personnel are too broad. | Map processes for existing roles for the purpose of documentation and understanding of individuals and of the team |
| 2 | [item] | [proposal] |
| 3 |  |  |
| **Capacity and Resources** |
| 1 | Lack of time in performing supplier audits | Resource assessment for individual processes should be made |
| 2 | [item] | [proposal] |
| 3 |  |  |
| **Supplier Data and Management Information** |
| 1 | Some contracts are not readily supplied with Management information | Management information should be incorporated at the creation stages of the contract |
| 2 | Division of responsibility for staff involved with contract management are not documented  | A cooperative approach to contract management should be introduced with defined terms of reference in the resolution of any issue or actions. |
| 3 | [item] | [proposal] |
| **Communication and Cooperation** |
| 1 | Insufficient or uncoordinated turnover of knowledge in the duration of the contract  | Contract management plans should be discussed at the procurement stages of the contract while considering the life cycle of the contract |
| 2 | [item] | [proposal] |
| 3 |  |  |
| **Management of Performance** |
| 1 | Inaccuracy in reporting of KPIs (Key Performance Indicators) reflecting the delivered service | Regular intervals of performance management reviews for contracts to stay updated with relevant KPIs. Consideration of making a standardized process of development for management of data during contract creation.  |
| 2 | [item] | [proposal] |
| 3 |  |  |
| **Supplier Delivery and Assurance** |
| 1 | Issues in verification of delivered services | Identify key risks to invoice accuracy and validity; identified high risks must be linked to actual delivery of service. |
| 2 | [item] | [proposal] |
| 3 |  |  |