

Getting What You Need: Creating an Effective Statement of Work

Course Code: 1166

Course Duration: 1 day

Have you ever issued a requirement to a number of potential suppliers and received responses and subsequent deliveries that were less than satisfactory? Have you ever agreed on a contract then during delivery found that your understanding of what your supplier was going to provide did not agree with the supplier's? In these circumstances, has this lead to disagreements and conflict with your supplier leading to expensive changes, confusion, not receiving what you thought you asked for or an unsatisfactory conclusion to the purchase?

Whether part of an RFP or written against a master contract, the SOW is the most important document of the procurement process. If the requirements aren't accurate, the vendor may not deliver everything you really need, leaving the organization with solutions that don't fit, services that aren't what you needed or systems that don't work properly. This often results in change orders, additional costs, delays, or sometimes, abandoned projects. This course will help you craft a SOW that will help you avoid hassles and deliver on products and services.

Course Description: This course covers how an effective SOW can significantly enhance the success of your purchase, together with guidelines for the creation of an effective SOW. The course uses a Case Study to provide hands-on experience for the participants to take a requirement from initial broad outline to a solid, tight SOW.

Topics List:

- Purchasing success and failure
- Problems caused by SOWs
- Requirements for a successful SOW
- Responsibilities of the buyer
- Contents of a SOW
- Response required from sellers
- Evaluation of responses

Outline

1. Successful Statements of Work
 - a. Keys to success and causes of failure
 - b. Flexibility matrices
 - c. Creating a SOW
2. Scope Definition
 - a. Determining deliverables
 - b. Assumptions
 - c. Work Breakdown Structure (WBS)
 - d. Acceptance testing
 - e. Key components of a SOW
3. Buyer's Responsibilities

4. Key Requirements and Structure of a Response
 - a. Format
 - b. Baselines
 - c. Characteristics of a good schedule
5. Evaluating Responses

Who Should Attend: Project managers, sponsors, team members, resource managers, subject matter experts, executives, senior managers and functional managers.