

Statement of What?

Course Code: 1167

Course Duration: 2 hours

Have you ever issued a requirement to a number of potential suppliers and received responses and subsequent deliveries that were less than satisfactory or not what you really wanted? This can 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 have room for interpretation and 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 recognize the key elements required of an SOW that will help you achieve what you want with minimum levels of frustration and cost.

Course Description: This course covers how to maximize your chance of a successful delivery by focusing on the creation of a solid, tight SOW.

Topics List:

- Successful Statements of Work
- Problems caused by SOWs
- Requirements for a successful SOW
- Contents of a SOW
- Response required from sellers

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 and defining deliverables
 - b. Assumptions
 - c. Work Breakdown Structure (WBS)
 - d. Key components of a SOW
3. Key Requirements and Structure of a Response
 - a. Format
 - b. Baselines
 - c. Characteristics of a good schedule

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