

Contract management framework

1. Introduction to Contract Management

- Purpose: To ensure effective and efficient management of the logistics services contract
- Scope: Applicable to all contract management activities from contract commencement to conclusion

2. Contract Compliance Monitoring

- Regular Compliance Checks
 - Frequency: [e.g., Monthly/Quarterly]
 - Responsible Party: [e.g., Contract Manager]
 - Checklist: Review of service delivery against contract terms, KPI monitoring, and compliance with legal and regulatory requirements.
- Reporting and Documentation
 - Format: [e.g., Compliance Report Template]
 - Responsible Party: [e.g., Documentation Officer]
 - Schedule: Align with compliance check frequency.

3. Change Management Process

- Change Request Protocol
 - Process: Define steps for initiating, reviewing, and approving change requests.
 - Responsible Party: [e.g., Change Management Team]
- Impact Assessment
 - Method: Assess the impact of proposed changes on budget, timeline, and service quality.
 - Responsible Party: [e.g., Analysis Team]
- Change Implementation and Documentation
 - Execution: Implement approved changes and update contract documentation accordingly.
 - Responsible Party: [e.g., Contract Administrator]

4. Effective Communication Throughout Contract Lifecycle

- Regular Stakeholder Meetings
 - Frequency: [e.g., Bi-weekly/Monthly]
 - Participants: Include key internal stakeholders and the logistics service provider.
- Reporting and Information Sharing
 - Tools: Use of shared platforms for regular updates and reports.
 - Responsible Party: [e.g., Communication Officer]
- Feedback Mechanisms
 - Method: Establish channels for feedback from both internal teams and the service provider.
 - Responsible Party: [e.g., Customer Service Manager]

5. Performance Review and Evaluation

- Regular Service Review Meetings
 - Frequency: [e.g., Quarterly]

- Focus: Assess service provider's performance against agreed KPIs and SLAs.
- Annual Contract Review
 - Schedule: Once per year
 - Objectives: Comprehensive evaluation of contract effectiveness, potential for renewal or renegotiation.

6. Record Keeping and Documentation Management

- Document Storage and Access
 - System: [e.g., Digital Document Management System]
 - Responsible Party: [e.g., Documentation Team]
- Version Control and Audit Trail
 - Procedure: Ensure all contract amendments and changes are logged and traceable.
 - Responsible Party: [e.g., Compliance Officer]

7. Exit Strategy and Contract Conclusion

- Exit Planning
 - Timing: At least [e.g., 6 months] before contract conclusion
 - Checklist: Asset return, data transfer, and closure of obligations.
- Post-Contract Evaluation
 - Objective: Assess the success of the contract and identify lessons learned.
 - Responsible Party: [e.g., Evaluation Team]