



CONTRACT LOGISTICS AND SERVICE LEVEL AGREEMENTS TRAINING COURSE

30 Nov - 04 DEC 2026

KUALA LUMPUR

5200 € (PER PERSON)

REF: #LOG7731_194111



COURSE INTRODUCTION / OVERVIEW:

This comprehensive training course provides an in-depth exploration of the critical relationship between contract logistics and Service Level Agreements (SLAs). In today's complex global supply chains, the ability to effectively manage outsourced logistics through robust contracts and precisely defined SLAs is paramount to operational success and competitive advantage. This program is designed to equip professionals with the essential skills to navigate the entire lifecycle of logistics agreements, from initial provider selection and contract negotiation to performance monitoring and relationship management. Drawing on principles outlined by leading academics like Dr. Donald J. Bowersox in works such as "Supply Chain Logistics Management," the course delves into the legal, commercial, and operational intricacies of these agreements. Participants will learn to draft clear, enforceable contracts and develop meaningful KPIs that drive performance and accountability. At BIG BEN Training Center, we provide a practical framework for mitigating risks, optimizing costs, and fostering collaborative partnerships with third-party logistics (3PL) providers, ensuring your organization's supply chain is both resilient and efficient. This course is the definitive guide for mastering the art and science of logistics contract and SLA management.

TARGET AUDIENCE / THIS TRAINING COURSE IS SUITABLE FOR:

- Logistics and Supply Chain Managers.
- Procurement and Sourcing Professionals.
- Contract Administrators and Managers.
- Operations Directors.
- Commercial Managers.
- Legal Counsel involved in commercial contracts.
- Warehouse and Distribution Managers.
- Vendor and Supplier Relationship Managers.
- Finance Managers overseeing logistics budgets.
- Compliance and Risk Management Officers.

TARGET SECTORS AND INDUSTRIES:

- Manufacturing and Industrial Production.
- Retail and E-commerce.
- Fast-Moving Consumer Goods (FMCG).
- Pharmaceuticals and Healthcare.

- Automotive and Aerospace.
- Technology and Electronics.
- Third-Party Logistics (3PL) and Freight Forwarding.
- Governmental bodies and public sector procurement agencies.
- Oil and Gas.
- Construction and Engineering.



TARGET ORGANIZATIONS DEPARTMENTS:

- Supply Chain Management.
- Logistics and Distribution.
- Procurement and Purchasing.
- Legal and Contracts Department.
- Operations Management.
- Finance and Accounting.
- Vendor Management.
- Quality Assurance and Control.
- Strategic Planning.
- Risk Management and Compliance.

COURSE OFFERINGS:

By the end of this course, the participants will have able to:

- Develop a strategic approach to outsourcing logistics functions.
- Draft clear, comprehensive, and legally sound logistics contracts.
- Structure effective Service Level Agreements with measurable KPIs.
- Master negotiation techniques for logistics service agreements.
- Implement robust performance monitoring and management systems.
- Identify and mitigate risks associated with logistics outsourcing.
- Manage provider relationships to foster partnership and continuous improvement.
- Understand different pricing models and their financial implications.
- Handle disputes and contract non-compliance effectively.
- Align logistics contracts and SLAs with overall business objectives.

COURSE METHODOLOGY:

The training methodology employed by BIG BEN Training Center is designed to be highly interactive, practical, and engaging, ensuring participants can immediately apply their learning in a professional context. We move beyond traditional lecture-based formats to create a dynamic learning environment. The course heavily utilizes real-world case studies, allowing participants to analyze complex logistics contracts and SLA scenarios, identify potential pitfalls, and develop effective solutions. A significant portion of the training is dedicated to hands-on workshops and practical

exercises, such as drafting key contract clauses and developing a complete SLA from scratch. Group discussions and collaborative problem-solving sessions encourage the sharing of diverse experiences and perspectives. Our expert instructors facilitate these sessions, providing personal feedback and guiding participants through complex topics. The methodology emphasizes a blend of theoretical knowledge and practical application, equipping attendees with not just the "what" but the "how" of managing contract logistics and SLAs, ensuring a lasting impact on their professional capabilities and their organization's performance.



COURSE AGENDA (COURSE UNITS):

UNIT ONE: FOUNDATIONS OF CONTRACT LOGISTICS AND SLAs

- Introduction to contract logistics and outsourcing models.
- The strategic importance of logistics service providers (LSPs).
- Understanding the legal framework for commercial contracts.
- The critical role of Service Level Agreements in performance management.
- Key differences between contracts, SLAs, and Key Performance Indicators (KPIs).
- The lifecycle of a logistics service agreement.
- Identifying key stakeholders and their requirements.

UNIT TWO: STRUCTURING AND DRAFTING LOGISTICS CONTRACTS

- Essential elements of a logistics contract.
- Defining the Scope of Work (SOW) with precision.
- Liabilities, indemnities, and insurance clauses.
- Pricing models in logistics: fixed, variable, and cost-plus.
- Confidentiality and data protection provisions.
- Terms of payment and invoicing procedures.
- Governing law and jurisdiction clauses.

UNIT THREE: DEVELOPING EFFECTIVE SERVICE LEVEL AGREEMENTS

- Identifying critical service elements to measure.
- Defining SMART (Specific, Measurable, Achievable, Relevant, Time-bound) KPIs.
- Setting realistic performance targets and tolerance levels.
- The structure of an SLA document: key sections and content.
- Linking performance to incentives and penalties.
- The process of drafting, reviewing, and finalizing the SLA.
- Communicating the SLA to all relevant parties.

UNIT FOUR: NEGOTIATION AND PERFORMANCE MANAGEMENT

- Strategies for negotiating logistics contracts and SLAs.
- Understanding the provider's perspective and objectives.
- Techniques for managing difficult negotiations.

- Establishing a performance management framework.
- Utilizing dashboards and reporting for performance tracking.
- Conducting effective performance review meetings.
- Managing underperformance and service failures.



UNIT FIVE: ADVANCED TOPICS IN CONTRACT AND SLA MANAGEMENT

- Managing contract variations and change control.
- Risk assessment and mitigation strategies in logistics outsourcing.
- Dispute resolution mechanisms: mediation and arbitration.
- The role of technology in monitoring SLA compliance.
- Strategies for contract renewal versus re-tendering.
- Developing a framework for continuous improvement with LSPs.
- Exit strategies and contract termination procedures.

FAQ:

QUALIFICATIONS REQUIRED FOR REGISTERING TO THIS COURSE?

There are no requirements.

HOW LONG IS EACH DAILY SESSION, AND WHAT IS THE TOTAL NUMBER OF TRAINING HOURS FOR THE COURSE?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

SOMETHING TO THINK ABOUT:

Beyond cost and efficiency metrics, how can SLAs be structured to foster genuine partnership and innovation between a company and its logistics provider?

WHAT UNIQUE QUALITIES DOES THIS COURSE OFFER COMPARED TO OTHER COURSES?

This training course distinguishes itself by moving beyond theoretical knowledge to provide a deeply practical and integrated understanding of both the legal and operational facets of logistics agreements. While many courses focus separately on either contract law or supply chain operations, this program uniquely synthesizes the two, reflecting the reality that successful logistics partnerships depend on their seamless integration. Our curriculum is built upon a foundation of real-world case studies and hands-on workshops where participants actively draft contract clauses and build complete SLAs, not just discuss them. This applied learning approach ensures that the skills acquired are directly transferable to the workplace. Furthermore, the course places a significant emphasis on the strategic aspects of provider relationship management, teaching participants not only how to enforce a contract but how to cultivate a partnership that drives continuous improvement and innovation. The academic rigor, combined with this pragmatic focus on implementation and relationship-building, equips professionals with a holistic and advanced skill set that is immediately valuable and difficult to find elsewhere.