



Service Level Agreements - Master Class

Drive your business performance by leveraging the implementation of Service Level Agreements (SLAs) internally and externally with suppliers/contractors

COURSE DESCRIPTION

The SLA establishes the measurement methodology that should drive the quality of service performance created as a legal contract between supplier and customer, or as a formal agreement between one internal supplier departments that provides corporate services to its internal client. It is imperative that everyone engaged in service provision understands the issues and processes involved in a service contract scenario

COURSE OUTLINE

- ▶ Measuring the Service Quality and continuous enhancement
- ▶ Defining SLAs and application
- ▶ Use of corporate SLAs between in-house departments
- ▶ Negotiate SLAs with internal and external suppliers
- ▶ Plan & draft a range of service level agreements
- ▶ How the different levels of SLAs operate
- ▶ What / Who is involved in planning, writing and managing SLAs
- ▶ Different SLA contracting structures and their applications
- ▶ Measuring SLA performance and Integrating SLAs with your KPIs
- ▶ SLAs case studies

“Always render more and better service than is expected of you, no matter what your task may be.” – Og Mandino



WHO SHOULD ATTEND?

- ▶ Service Quality Officers
- ▶ Vendor / Project Managers
- ▶ Technical Support / Customer Support Managers
- ▶ Outsourcing Managers
- ▶ Service Delivery / Shared Service / Customer Service Managers
- ▶ Service Purchasing / Procurement Managers
- ▶ Business Development Managers

COURSE AGENDA



▶ Service Quality Concept

Defining the service quality in relation to customers' expectations, and outlining the importance of measuring its quality, and how the perception of quality is influenced not only by the "service outcome" but also by the "service process".

▶ Service Quality Triangle (Customer, Process, & Task)

Comparing the "perceived service quality" between the customer and internally by the product/service owner and the task performers, and emphasizing the importance of measuring the different service quality layers.

▶ Service Level Agreement (SLAs) Governance Framework.

Outlining the SLAs role as a tool to define the products/services, its quality standards, measurements, control and continuous improvements, by managing, measuring and reporting service performance. This will include:

- ▶ SLA management process
- ▶ SLA management tools

▶ SLAs Into Action

Putting SLA into action through understanding the,

- ▶ Drafting principles
- ▶ Roles and responsibilities of SLA parties
- ▶ SLA types and formats
- ▶ Model structure for the SLA
- ▶ Essential elements of a quality SLA
- ▶ Using appropriate measurement
- ▶ SLA checklists

COURSE AGENDA



▶ SLAs and KPIs

Linking the service quality standards to the corporate strategy and how it can be incorporated into the different units KPIs, through the balanced scorecard methodology.

▶ Measuring Tools

Detailing the different measurement tools that can be used and applied to the performance measurement system.

▶ Service Tolerance Levels

Understanding the impact of deteriorating service levels on the customer satisfaction and how to control such instances in the SLAs.

▶ Case Study Workshop: Internal SLA

Practising the drafting, negotiating, and agreeing on an internal service level agreement.



▶ Case Study Workshop: External SLA

Practising the drafting, negotiating, and agreeing on an external service level agreement.

▶ SLA's Reviews and Continuous Enhancement – Process Transformation 4-Steps Technique.

Articulating the SLAs review technique and using the outcome as an input to continuous enhancements, by applying the process transformation 4-steps technique.

▶ Exception Handling and Escalation

Equipping the participants with means to point out the service exceptions and incidents, escalating it and use it as an input to the SLA management process.

▶ SLA's Dashboarding and Management Reporting

Highlighting the importance of management reporting, the discussion will cover:

- ▶ Collecting user-facing metrics
- ▶ Analyze subcomponent metrics
- ▶ End user-focused dashboards
- ▶ Dashboards that dive beneath the surface
- ▶ Reporting alerts



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<ul style="list-style-type: none">- Early bird discount of 25% if registration is received before 30/01/2018.- Group discount of 35% for 2 or more delegates- Free cancelations to be received 3 working days prior to the course start date.- Allied Business Consulting reserves the right to charge the fee full amount for late cancelations.			
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