

Invitation

The series of joint meetings of the Project Management Association's Contract Management Special Interest Group (CM SIG-9) and the International Association for Contract and Commercial Management (IACCM) Finland will continue with a meeting, arranged in collaboration with the ProActive ThinkTank, on

Designing, Selling, Sourcing and Managing Services – Contracts: the Missing Link? –

Some people view contracts as a necessary evil or an obstacle, rather than as a management tool or a source of competitive advantage. The presenters at this meeting will discuss contracts from a different point of view, as a tool enabling new business models, revenue streams, operations management, quality management, risk management, costing and pricing.

The meeting will take place on **Wednesday 14 November 2007** at 3:15 pm – approximately 6:00 pm in the meeting room "Palaver" at Dipoli, Otakaari 24, Espoo. (For a map showing the location of Dipoli, see www.dipoli.tkk.fi/kongressipalvelut/english/location.html; for traffic connections to Dipoli, see www.dipoli.tkk.fi/kongressipalvelut/english/connections.html).



Our chair will be
Matti Urho, *Partisan Oy*,
formerly *Executive Vice President of Schering / Leiras Oy*.

Managing and Governing by Contracts

- Using contracts to maximize revenue and profit and minimize risks and losses

Olli Tolkki, *Researcher / Project Manager*
Helsinki University of Technology, BIT Research Centre

Constructing Service Machines

- Designing service production systems
- Governance – process approach to service production



Katri Rekola, *Managing Director, Rekola Design Oy*

Service Design as a Basis for Successful Contracting

- Service design, service productification, the Service Guideline, and contracting
– a positive cycle
- Conflict resolution aided by the Service Guideline
- Service design – an integral part of company culture

Helena Haapio, *Contract Coach, Lexpert Ltd*
Coordinator of the ProActive ThinkTank & IACCM Finland

ProActive Contracting for Better Business – the Way Forward

- Future activities of the CM SIG and of the ProActive ThinkTank
(www.proactivethinktank.com)



In addition to current members of the IACCM and Project Management Association Finland (PMAF), the meeting is open to all attendees of the Project Management Days (Projektipäivät 2007) as well as others interested in the topic and in the work of the ProActive ThinkTank. There is no charge to attend. Please register by 9 November 2007, either through the member section at <http://www.pry.fi/kohtauspaikka/ryhmat.php> or by e-mail to [helena.haapio\[at\]lexpert.com](mailto:helena.haapio@lexpert.com).