



## INTRODUCTION

- This course is intended for managers and executives in technical and non-technical work areas, who need to acquire managerial and working knowledge and skill in monitoring or tracking, measuring the implementation of client's projects (for both generic, engineering, and IT specific projects). Their participation through an action-learning methodology will facilitate an immediate transfer of such competency to workplace.
- This course is compliant to Project Management Institute PMBOK, and is carefully designed to provide the best mix of experience, theory and practice in an adult learning environment. Formal presentations are used mainly to introduce key concepts and significant elements of project management. Emphasis is on practical applications through "hands on" action learning.
- A high level of participation and team involvement is required. Maximum opportunities will be given to participants to inject their own examples and issues into the course and continually relate the material to their own contexts. Scenarios of project stakeholder conflicts and ways to resolve them are taught; including project problem-solving and decision-making techniques.

*"If you don't know where you are going,  
any road will get you there."*

- Lewis Carroll

## OBJECTIVES

- To provide project management fundamentals for participants to understand the project management methodology.
- To understand the use of project management tools for initiating, planning, executing, controlling and closing projects.
- To apply soft skills when managing the team, which includes motivating, resolving conflicts, developing the team and exercising different leadership styles for different project scenarios and team member mix.

## Latest TESTIMONIALS

"I would like to once again thank you for the wonderful PM course. It has definitely boosted up my confidence to prepare myself for undertaking my forthcoming project, which will be the biggest project of my career"

~ Juzar Zaveri, IT Infrastructure, Qatar Chemical Company Ltd.

"A lot of thanks and appreciation I'd like to send you Leong, and I hope you accept my deep respect to your PM expertise and the wonderful way that you followed to supply necessary information to all course attendance. I have really learned a lot of very valuable information regarding PM science, and I am sure it will help me a lot in building my PM skills"

~ Younis Al-Mutawa, MIS Dept., GARMCO, Bahrain

"A professional approach in teaching project management skills and techniques"

~ Hassan Abdul Khaliq Ibrahim, Bank Dhofar, Oman

"I would like to express thanks to you for the excellent course you presented, It was very interesting and beneficial"

~ Humoud Al-Otaibi, User Support Division Manager (Acting), Saudi Industrial Development Fund

"We really enjoyed the PM course with you. It was an excellent course indeed"

~ Ali Al-Khouri, UAE Ministry of Interior, Abu Dhabi Police

## YOUR INTERNATIONAL COURSE FACILITATOR



**Leong Mun Chak**

Dip. E&E, M.Sc. IT for Manuf., PMP

**Founder**  
LMC Learning

## PROFILE

MC Leong is the founder of LMC Learning and he brings over 15 years of project management experience and provides learning in areas of project management and statistical quality control. Initially working in the sales and marketing for the IT industry for about 8 years, Leong had progressed to contribute in the academia. His work in the academia and industry had earned him at the age of 31, becoming one of the youngest Associate Professor at the Universiti Teknologi Malaysia. Capitalising on his project management experience working with Middle East and Asian clients, Leong contributes real world case studies and lessons that are beneficial to clients worldwide.

## WHO SHOULD ATTEND

- Project Managers
- Engineers
- Line Managers
- Technicians
- Managers and executives who are directly involved in planning, estimating, scheduling, monitoring (tracking) and measuring the implementation progress of projects.



Participants are encourage to bring along their own laptop.



Participants are encouraged to bring their projects to the session to get professional assessment, view and advice. The appreciation of project management software and techniques will be used to help participants better understand project management concepts; reflecting on their current project practices, and knowing how to improve them. Ample case studies, examples and interactive individual/group exercises are provided.

# COURSE CONTENT

## DAY1 PROJECT MANAGEMENT BACKGROUND

- The time-cost-quality & project scope triangle.
- Project management stakeholders and their implications on projects.
- **Activity:** identifying stakeholder conflicts in the client's organisation, and how to resolve them.
- Motivating, resolving conflicts, developing the team and exercising different leadership styles for different project scenarios and team member mix.
- Project management context and roles.
- The project life cycle – initiating-planning-executing-controlling-closing phases.
- The Project Management Body of Knowledge (PMBOK)

### Project Initialising Process

- Project manager and team member roles, accountability, and responsibilities.
- Defining project needs, functional and technical requirements.
- Defining measurable objectives to meet project requirements (scoping).
- Developing the project charter.
- Initial cost estimates (order-of-magnitude/top-down/budget estimation techniques).
- Project feasibility studies (financial), e.g. Benefit-Cost ratio, Present Value, Net Present Value, Payback, Return On Investment.

## DAY2 PROJECT PLANNING PROCESS

- Scope definition & planning.
- ★ **Activity:** creating a project charter.
- ★ **Activity:** constructing a Work breakdown structure (WBS).
- ★ **Activity:** constructing a work task list.
- Work sequencing and scheduling (Network diagram, Gantt & milestone diagram).
- ★ **Activity:** constructing a Gantt chart and a milestone chart of a project.
- Understanding Critical Path Method.
  
- Network logic analysis – earliest start and end times, latest start and end times, and float.
- ★ **Activity:** calculating start and end times, and float of a hypothetical project.
- Establishing baselines.
- Resource listing – human, material, facility, equipment, etc.
- Identifying controllable costs – direct and indirect costs.
- ★ **Activity:** creating a resource list.
- Using bottom-up estimates for scheduling and cost control.
- Time-phased distribution of costs – cumulative cost curve (S-curve).
- ★ **Activity:** constructing a Responsibility assignment matrix (RAM).
- Project risk management.
- Monte-Carlo risk management simulation (software)
- Planning for risk with contingency (risk management plan and risk management strategies).

## DAY3 PROJECT EXECUTION PROCESS

- Executing the project plan.
- ★ **Activity:** Using project management software to track project progress.
- ★ **Activity:** Tracking project schedule progress using Gantt Chart.
- Tracking schedule and cost using Earned Value Analysis technique.
- ★ **Activity:** EVA game.
- Performance reporting using Earned Value Analysis technique.
- ★ **Activity:** Earned Value analysis and reporting game.
- Control schedule and cost using Earned Value Analysis technique.
- Responding to project risks (executing risk responses, monitor and control the execution of the responses).
- Work-around risk responses (for risks unidentified in risk management plan).
- Risk monitoring.
- ★ **Activity:** Risk response activation and rules.
- Verifying project scope deliverables and stage sign-offs.

### Project Control Process

- Change control system – change request, change control board, change impact assessment approve/disapprove, change implementation schedule, and updating configuration documents.

### Project Closeout Process

- Administrative close-out checklist.
- ★ **Activity:** Product verification (formal acceptance and handover sign-offs), closing project books, post-mortem, documenting lessons learned, archiving project documents, disbanding, rewarding and thanking the team.
- Contract close-out administration checklist.
- ★ **Activity:** Scope verification of supplier deliverables (as per contract), document lessons learned, closing the contract, and thanking the supplier.

### Project Failure And Success Case Studies

## NOTE:

The enclosed information is a general overview of the course we offer. However each course will be tailored to suit individual clients' needs. Please inform us of any additional topics to be included, at least one week before the training dates.



## WHY THIS EVENT

360 BSI recognizes that there is a significant gap that occurs between training delivery and successful implementation.

The training uses practical exercises that take individuals outside their comfort zones. By giving the participants help and guidance during the process, confidence and skills are strengthened. We make the sessions challenging and practical through the use of role-play, experiential learning and group exercises. Participants will quickly discover their strengths and weaknesses in communicating with others. Moreover, this interaction makes classes enjoyable and motivational.

The tempo of the training is light-hearted and fast-paced. Our experience suggests that this makes people actually look forward to attending our training sessions and reinforces the motivational effects. Peer group pressure, structure and relaxed atmosphere are the key elements to the success of our courses.

This is a unique training course and full of new information, ideas and latest techniques that will surpass your expectation.

### At the end of the course, participants will be able to:

- Have comprehensive understanding of the various processes of project management.
- Understand the Project Management methodology and terminologies (PMBOK compliant), and making it the backbone of a project organisation.
- Exercise the required soft skills when managing the team, which includes motivating, resolving conflicts, developing the team and exercising different leadership styles for different project scenarios and team member mix.
- Evaluate risk management planning of projects. Determine worst-case, best case and most likely case for task/project durations, and costs.
- Simulating project risks and uncertainties using Monte-Carlo technique.
- Determine which task(s) has overwhelming influence in project duration and costs.
- Determine project stakeholder roles and responsibilities.
- Track project progress and making project reports. Use Earned Value Management technique to analyse schedule and cost management performance of a project.
- Have a working set of project management tools and techniques for monitoring and measuring projects.
- Appreciate MS Project 2003 for planning, scheduling and tracking project progress.



## CONTRACT AGREEMENT

Fax: +603 9205 7788

Tel: +603 9205 7770

Mobile: +6016 3328 360

Email: samsudin@360bsi.com



### CLIENT DETAILS

Organization : \_\_\_\_\_

Address : \_\_\_\_\_

State : \_\_\_\_\_ Postcode: \_\_\_\_\_

Nature of Business : \_\_\_\_\_

### AUTHORIZATION (This form is invalid without a signature)

Name : \_\_\_\_\_

Job Title : \_\_\_\_\_

Email : \_\_\_\_\_

Tel : ( ) \_\_\_\_\_ Fax: ( ) \_\_\_\_\_

Signature : \_\_\_\_\_ Date: / / \_\_\_\_\_

No. of Days	Total Investment Fee ( USD )
<b>THREE (3)</b>	

No. of participants: \_\_\_\_\_

Proposed dates: 1) \_\_\_\_\_ 2) \_\_\_\_\_

Proposed Venue: \_\_\_\_\_

Name of team leader: \_\_\_\_\_

Email : \_\_\_\_\_

Tel : ( ) \_\_\_\_\_ Mobile: ( ) \_\_\_\_\_

### FEES

#### 1 - CONTACT US FOR A QUOTATION

#### 2 - **Up to 20 Participants**

#### 3 - **10% off - for second workshop \*\***

*The fee does not include any taxes (withholding or otherwise). In case of any taxes applicable the client has to ensure that the taxes are paid on top of the investment fee paid for the course. Compliance with the local tax laws is the responsibility of the client.*

\*\* Applicable for back-to-back workshops only.

### IN-HOUSE TRAINING

360 BSI provides *in-house training* for business and government clients at all levels: from clerical to executive.

You will receive practical training from a professionally qualified educator with over twenty years of teaching and training experience.

Please feel free to mix-and-match topics from the areas listed below to get the right training content for your staff. Other topics may be available upon request.

### OTHER COURSES AVAILABLE

- Technical Report Writing
- Business Proposal Writing
- Finance for Engineers
- Reliability Centred Maintenance
- Leadership Program for Engineers
- Leadership Program for Women
- Certificate in Security Operations
- Certificate in Security Management
- Certificate in Emergency Response Management
- Certificate in Risk Management & Investigation

### Training Venue:

To be arranged by client.

### Terms & Conditions

- 1 By signing this form, the client undertakes to pay 360 BSI the amount as specified.
- 2 The Trainer & the Training Dates will be confirmed, subject to payment being received.
- 3 After receipt of payment, 360 BSI undertakes to conduct the training with the aforementioned facilitator, at the above mentioned venue and at the above mentioned dates & time.
- 4 Booking must be made at least 5 weeks prior to the training date.
- 5 The investment fee covers course preparation, materials, bespoke manuals, trainer fees, travel expenses and accommodation.
- 6 Training venue, AV equipment, lunch & refreshments to be borne by the client.

### PAYMENT DETAILS

Payment is required within 5 days upon receipt of the invoice.

#### Bank transfer:

**360 BSI (M) Sdn Bhd**  
**HSBC Bank Malaysia Berhad**  
**Bukit Bintang Branch, Kuala Lumpur, Malaysia**  
**Account No: 203-371059-725**  
**Swift No: HBMBMYKL**

*All payments must be received prior to the event date*