

Successful Project Management

A two-day workshop to assist project managers to develop key skills and practical approaches to manage a successful project with leading project management methodology and tools

Shanghai, China
27th & 28th August 2009



Your International Facilitator:

Francis Hung, Managing Director – ProTrain China Consulting

ProTrain China Experience

Beijing Olympics

► Support and enhance the Program Management Office to deliver projects in 3 areas: TV Broadcasting, International Sponsorship & Ticketing

Shanghai F1 Championship

► Set up a Program Management Office to manage the deployment of F1 properties in TV broadcasting and magazine publishing

Guangdong Nortel

► Set up a Program Management Office in the JV Guangdong Nortel in China for cost reductions projects

BUPT Nortel R&D Center

► Start up the first Nortel R&D Center in China for Wireless network development programs

About Francis Hung

Specialization

- Project Management Consulting & Training
- Setting up project management office (PMO)
- Strategic program management and purchasing management

Sector & Industry Experience:

Manufacturing, Telecom, Information Technology, Finance, Call Center operation

Major Projects

Shanghai 168 Internet Call Center, SYWG security B-share trading system, Nortel digital cross connect program manager, NASA space shuttle EMI component reliability program, Greatwall CDMA service and billing system

Testimonials

"One of the best course I ever received, Francis is absolutely a trainer's trainer." Helen Liu, VP & Associate, Adfaith Management Consultant, Beijing, China.

Course Description:

■ ■ PMI® and Prince2® Project Management concepts

Project Management is a strategic tool for a successful organization to better manage development and change. Best practices demonstrate that organizations that excel at project management become an agile organization that knows how to deal with and drive change.

"A project is a wonderful device for pulling different functions of a company together – R&D, marketing, finance, production, IS, HR and focusing them on a customer's needs."

In order to remain competitive, organizations have a growing trend to deliver more efficient and effective products and services with fewer resources. This trend is reflected in our life every day. "Project Management" is crucial for success in today's business environment. More and more managers are called upon to lead work teams in non-routine project environment.

What the Seminar Will Help You Achieve:

- How to start a project right, and do the right project
- Produce a project plan to ensure successful delivery and stakeholder satisfaction
- Plan and run projects using best practices in a 6-step project management process
- Implement risk management techniques and mitigation strategies
- Estimate and schedule task work and duration with confidence
- Implement monitoring tools and controls to keep you fully in command of the project
- Recognize and practice the leadership skills needed to run a motivated team

Testimonials

"Francis is an experienced and well organized trainer with good understanding of the subject. His unique Project Management tool that is so useful and covers all important aspects of project management." – Oonagh Chan, Head of Broadcast Division, Hong Kong Jockey Club.

Pre-Course Questionnaire

In order to tailor this course precisely to your needs, the course leaders would value information on your knowledge, experience and requirements.

Thursday 27th August 2009

0830 Registration and morning coffee

0900 Workshop Introduction

0930 Setting the project right

Theme: Are we doing the right project?

- Why projects fail and how proper project management can improve their successes
- How to start the project right
- Managing the project processes and issues
- Creating a realistic and achievable plan for the project
- Working within project constraints
- Launching Your Project
- Applying a project framework for success
- Identifying the project life cycle stages and the key inputs and outputs
- Balancing typical challenges of project management
- Selecting and applying best practices
- Manage project success – Case Study

Morning Refreshment and Networking Break

Building a project charter

Get people to think : Do we have the right resource to do the project?

- Defining the project team structure
- Defining clear project objectives
- Determining and clarifying the goals
- Defining key project deliverables
- Running the objective-setting meeting
- Gaining buy-in from stakeholders
- Team exercise – define your project brief

1245 Luncheon

1345 The 6-Step Planning Method Defining the project workload

- Determining project scope with work breakdown structures (WBS)
- Effective ways to produce better estimates
- Three-point estimating to refine accuracy
- Managing the estimating process

Team Exercise - WBS

1500 Afternoon Refreshment and Networking Break

1520 Scheduling the project

- Converting WBS to network diagram
- Determining the critical path tasks
- Creating dependency diagrams
- Calculating the project duration
- Creating the project timeline
- Building clear and readable Gantt charts
- Using slack effectively in the schedule
- Setting key milestones to track and control the project

Team exercise – building your first project schedule

Developing a risk management process

- Identifying the project risks and assumptions
- Evaluating risk impacts
- Strategies for managing risks
- Managing key risks with the Risk Register
- Reducing risks through contingency plans

1730 Conclusion Day One

About your facilitator

Francis Hung, PMP, P. Eng, RCDD

Managing Director – ProTrain China Consulting

Francis Hung is a Canadian Chinese fully bilingual in English and Chinese professional specializing in project management and procurement management. A certified trainer for the Project Management Institute and the European Institute of Procurement Management (EIPM) programs. He is strong in PMI project management framework and the Prince2 project management methodology training and implementation. He is also a PhD candidate in strategic program management.

Francis has years of experience in project management and business development training, has a solid background and extensive work done in business planning, cost management and the implementation of project management office (PMO) for large corporations.

Manufacturing:

- Chemical Process Engineering in developing a manufacturing line for military electronic ceramic production, using statistical quality control technique.
- Electronic assembly Engineering: in production of military power supply modules meeting extreme environmental requirements at Murata Erie.
- Circuit pack manufacturing support for Nortel high volume telephone line circuit pack production. Achieving high yield and production capacity (7 million units/year) objectives.
- Project manager on a joint program with Motorola in manufacturing a high volume solid-state over voltage silicon chip module at 300K units per week.

Telecom:

- Silicon chip designer for Nortel first digital telephone system.
- Program manager for Nortel's data cross connect system.
- First internet enabled call center for Shanghai 168 call center.
- China Mobile network management system.
- Program manager for China Greatwall CDMA mobile network billing and roaming control (HLR) system.

Finance:

- Project director for China largest B-share security trading system.

Standards

- US Military-standard 202 and 28861 implementation for EMI program
- North America Bell Telephone system spec on LSSGR standard development
- ISO-9001 certification for first R&D lab in China.

Leadership:

- Started the first Nortel R&D center in Beijing in 2004.
- Senior VP of Hong Kong Systek Information Technology (a listed company).
- President of Canadian Ceramic Society.

Friday 28th August 2009

0800 Registration and morning coffee

0830 Review Day One

0845 Project Quality Management

- Setting the customer expectation
- Defining project quality metrics
- Quality assurance, quality planning and quality control in a nutshell
- Quality control tools and techniques
- Effective quality management process

Team exercise – defining a quality management plan

1000 Morning Refreshment and Networking Break

Running the Project - Establishing an effective control process

- Establishing change control procedures
- Presenting the project plan for approval
- Setting the baseline schedule

Implementing the plan

- Monitoring actual task progress
- Analyzing progress against the baseline
- Correcting the project plan to achieve the objectives
- Picking up warnings of trouble ahead
- Engaging team members to maximize productivity

Tracking and reporting progress

- Tracking planned vs. actual task performance
- Crashing the critical path tasks
- Analyzing the impact of variation to the baseline plan
- Avoiding the 90-percent-complete trap
- Correcting the schedule

1230 Luncheon

1330 Team Building

- Make teambuilding a team responsibility: give them the authority, time and encouragement to grow their ideas.
- Project team dynamics
- Communicating project status to stakeholders
- Coping with common project scenarios
- Building ownership, motivation and commitment across the team
- Team exercise – development of the communication plan

1530 Afternoon Refreshment and Networking Break

Who should attend?

Project directors, program managers, project managers, project team members and everyone who will be involved in a project that wants to achieve success.

Leading throughout the project life cycle

Successful Project Closure

- Managing systematic project closedown
- The payoff of post-implementation review
- Documenting project and personal lessons learned for process improvement

Successful Project Cycle with ProTrain® Project tool

- Complete project walkthrough of project management tools and techniques

1700 Workshop Summary & Closure

Why you need trained project managers?

The expectations of companies and their clients constantly grow in step with project complexity. Every phase in a project contains pitfalls that must be anticipated so appropriate measures can be taken. The project manager's experience, coupled with a mastery of project management tools and techniques, is key to the success of a project. We also combine this with a coaching service to help your employees put this new knowledge to use and create practical benefits for your organization.

Through a multimedia-enhanced simulation, you manage an extensive and comprehensive project. You use computer- and paper-based tools and templates to actively plan, control and close the project.

Experiential activities include:

- Understand why projects fail and how proper project management can improve project successes
- Defining and agreeing on clear project goals and measurable deliverables
- Brainstorming the work breakdown structure
- Estimating task duration and work
- Determining task dependencies and the project schedule
- Practical approach to achieve quality goals in a project
- Developing risk management plans
- Producing the implementation plan
- Managing and responding to changes
- Evaluating motivation and team-building issues

Course Format:

Through a combination of breakout sessions, group and individual work, interactive roundtable discussions and role-plays, delegates will understand the total role of Project Management.

Trainer will use practical examples and case studies to reinforce and expand the scope to cover applicable concepts for Project Management.

From the following industries:

- Chemistry
- Petroleum
- Metal Manufacturer
- Automobile Manufacturer
- Mechanical Manufacturer
- Pharmacy
- IT Manufacturer
- Construction

成功项目管理

这是一个为期两天的培训。目的在于帮助项目经理应用领先的项目管理方法和工具来掌握关键技能和切实可行的办法来管理一个成功的项目。

上海，中国
2009年8月27日至28日



培训师:

Francis Hung, 董事总经理 – ProTrain China Consulting

ProTrain在中国的经验

北京奥运会

►支持和加强北京奥运会项目管理办公室在3个领域成功交付项目：电视播放，国际赞助及门票

上海F1大奖赛

►建立一个项目管理办公室来管理F1的相关内容在电视播放和杂志出版的部署

广东北电

►在广东北电建立一个项目管理办公室来进行成本削减项目

北京邮电大学北电研发中心

►在广东北电建立一个项目管理办公室来进行成本削减项目

关于Francis Hung 专长

- 项目管理咨询与培训
- 建立项目管理办公室（PMO）
- 战略项目和采购管理

部门和行业经验

制造，电信，信息技术，金融，呼叫中心运营

主要项目

上海 168 互联网呼叫中心，申银万国证券 B 股交易系统，北电网络数字交叉连接项目经理，美国宇航局航天飞机项目的 EMI 元件的可靠性项目，长城 CDMA 服务和计费系统

推荐

“Francis 是能非常好地理解这个主题的一位经验丰富和条理分明的培训师。他独特的项目管理工具非常有效，并涵盖了所有项目管理的要点。” – Oonagh Chan, Head of Broadcast Division, 香港赛马会。

课程简介:

■ PMI® 和 Prince2® 项目管理概念

项目管理是一个成功组织的战略工具，以更好地管理发展和变化。最佳实践表明，善于项目管理的组织会成为一个知道如何处理和驱动的变化敏捷组织。

“一个项目能很好地驱动公司不同职能部门（如研发，营销，财务，生产，IS, 人力资源等）的合作。并促使他们把关注的重点放在客户的需求上。”

有一个日益增长的趋势，为了保持竞争力各组织需要以更少的资源提供更有效率和更有效的产品和服务。这一趋势反映在我们的生活的每一天。“项目管理”是在当今的商业环境下成功的关键。越来越多的管理人员被要求在非例行项目环境中领导团队进行工作。

该培训将帮助您达到什么目标:

- 如何正确地启动一个项目，并做正确的项目
- 制作一个项目计划，以确保成功交付和项目利益相关者的满意度
- 使用 6 步项目管理过程的最佳实践来计划和执行项目
- 实施风险管理技术和减灾战略
- 有自信估计和计划任务的工作内容和持续时间
- 应用监测和控制的工具，让您充分掌管项目
- 认识与实践必需的管理一个士气高涨团队的领导技能

推荐

“这是我受到的最好培训之一，Francis 绝对是一个培训师的培训师。” -Helen Liu, VP & Associate, 正略钧策, 北京, 中国。

课前问卷调查

为了使这一课程真正适合您的需求，培训师将会评估你现有的知识，经验和需求。

0830 签到及早茶

0900 培训介绍

0930 做对项目

主题：我们的项目做得对吗？

- 为什么项目会失败以及如何适当的项目管理可以提高成功率
- 如何正确启动项目
- 管理项目的进程和问题
- 创建一个现实和可行的项目计划
- 在项目的限制的范围内运作
- 启动您的项目
- 应用项目框架图
- 明确项目生命周期的各阶段与关键的投入和产出
- 平衡项目管理的典型挑战
- 选择和应用最佳实践做法
- 管理项目的成功-个案研究

上午茶点

建立项目大纲

团队思考：我们是否有合适的资源来做这个项目？

- 确定项目团队结构
- 确定明确的项目目标
- 确定和澄清目标
- 确定关键项目交付成果
- 进行目标制定会议
- 从项目利益相关者获得支持

小组练习-制定您的项目简介

1245 午餐

1345 6 步计划法确定项目的工作量

- 用工作分解结构（WBS）来确定项目的范围
- 产生更好的估算的有效的方法
- 三点估算来改进准确度
- 管理估算过程

小组练习-工作分解结构（WBS）

1500 下午茶点

1520 项目的时间计划

- 转换工作分解结构(WBS)为网络图
- 确定关键路径的任务
- 创建依赖图
- 计算项目期限
- 建立项目时间表
- 建立清晰可读的甘特图
- 在计划中有效地应用空闲段
- 设定关键里程碑来跟踪和控制项目

小组练习-建立你的第一个项目时间表

制定一个风险管理进程

- 确定项目的风险和假设
- 评估风险的影响
- 风险管理策略
- 运用风险登记册管理关键风险
- 通过应急计划减少风险

1730 第一天总结

关于培训师

Francis Hung, PMP, P. Eng, RCDD

董事总经理 – ProTrain China Consulting

Francis Hung 是一位加拿大籍中国人，能讲流利中文和英文双语。他专于项目管理和采购管理。他是美国项目管理学会和欧洲采购管理学会 (EIPM) 的认证培训师。他强于 PMI 项目管理框架和 Prince2 项目管理方法的培训和实施。他还是战略项目管理的博士生。

弗朗西斯在项目管理和业务发展的培训上有多年的经验，在业务规划，成本管理和在大型企业实施项目管理办公室（PMO）上的具有坚实的背景和丰富的工作经验。

关键经验：

制造业：

-运用统计质量控制技术，用“化工过程工程”开发军事电子陶瓷的生产的一条生产线。

-电子组装工程：Murata Erie 零部件在在生产军事电源模块对极端环境的要求。

-北电大容量电话线路板的生产的电路板制造支持。实现高产量和生产能力（7 万/年）的目标。

-作为与摩托罗拉公司的生产大容量固态过电压硅芯片模块（30 万件每周）的合作项目的项目经理。

电信：

-作为北电第一代数字电话系统的硅芯片设计师。

-北电的数据交叉连接系统的项目经理。

-上海 168 呼叫中心的第一代应用互联网的呼叫中心。

-中国移动的网络管理系统。

-中国长城 CDMA 移动网络计费和漫游控制（HLR）系统的项目经理。

金融：

-中国最大的 B 股证券交易系的项目负责人。

领导能力：

-于 2004 年在北京启动第一个北电的研发中心。

-香港 Systek 资讯科技（上市公司）的高级副总裁。

-加拿大陶瓷学会主席。

标准

-美国军方 202 和 28861 标准在 EMI 项目中的实行。

-在 LSSGR（LATA 交换系统一般要求）标准发展中的北美贝尔电话系统的规格。

-中国第一个研发实验室的 ISO - 9001 认证。

星期五 2009 年 8 月 28 日

0800 签到及早茶

0830 回顾第一天的培训

0845 项目质量管理

- 建立客户的期望
- 确定如何度量项目质量
- 质量保证，质量规划和质量控制概要
- 质量控制工具和技术
- 有效的质量管理过程

小组练习-制定质量管理计划

1000 上午茶点

运行一个项目-建立一个有效的控制过程

- 建立变更控制程序
- 提出项目计划来获取批准
- 设定基准计划时间表

实施计划

- 监测实际工作的进展
- 对照基准分析进展
- 修正的项目计划以实现目标
- 提前看到大麻烦的预警信息
- 使团队成员最大限度地提高工作效率

跟踪和报告进度

- 跟踪计划与实际工作绩效
- 赶工关键路径任务
- 分析基准计划变动的影响
- 避免“90%完成”陷阱
- 纠正时间表

1230 午餐

1500 团队建设

- 使得团队建设成为一个团队的责任：给予他们的权力，时间和鼓励来发展自己的想法
- 项目团队动态情况
- 与项目利益相关者沟通项目状态
- 应对共同项目场景
- 在整个团队建立所有权，积极性和义务承担

小组练习-开发交流计划

1530 下午茶点

领导整个项目的生命周期
成功的项目结束

- 管理有序地结束项目
- 实施后回顾的回报
- 为过程改进来记录项目 and 个人的经验教训

运用 ProTrain®项目工具来进行成功的项目周期管理

- 项目管理工具和技术完整逐步解说

1700 培训总结及结束

为什么您需要接受过培训的项目经理？

公司和他们的客户的期望随着项目的复杂性的不断增长。项目的每一个阶段中包含的缺陷必须被预见，以便采取适当措施。项目经理的经验，再加上掌握项目管理工具和技术，是项目成功的关键。我们还结合教练服务以帮助您的员工利用这一新的知识来为您的组织创造实际利益。

通过多媒体增强模拟，由你来管理一个广泛和全面的项目。您使用计算机和纸张的工具和模板来积极地计划，控制和结束这个项目。体验活动包括：

- 理解为什么项目会失败以及如何适当的项目管理可以提高项目的成功
- 确定并商定明确的项目目标和交付标准
- 头脑风暴法制定工作分解结构（WBS）
- 估计的任务期限和工作内容
- 确定任务相依性和项目时间表
- 实际的办法以实现一个项目的质量目标
- 制定风险管理计划
- 制定执行计划
- 管理和应对变化
- 评价激励和团队建设问题

培训形式

通过结合研讨会，团体和个人的工作，互动圆桌讨论和角色扮演，学员将了解项目管理的总作用。

培训师将使用的实际例子和个案研究，以加强和扩大可实际应用的项目管理概念。

需要此次培训的行业：

- 化工
- 石油
- 金属制造
- 汽车制造
- 机械制造
- 医药生产
- IT 制造商
- 建筑，工程，采矿

Successful Project Management

SH 09020-Sales Contract-Please Complete in Capital Letters and Black Ink

Sales Contract

Please complete this form immediately and fax back to

Whitney Shen

Fax No: +86 28 6552 1233

Fee Per Delegate

☐ **Two Day Training Fee** **US \$1295 per person**

All the registered delegates are entitled for a set of documentation free of charge

☐ **DOCUMENTATION US \$500**

If you are unable to attend the conference/training but wish to receive copies of the conference/training documentation, please complete the sales contract, tick this box and return the contract with payment details.

Full Payment is required within 5 working days

Name: _____
Position: _____
Email: _____
Name: _____
Position: _____
Email: _____
Name: _____
Position: _____
Email: _____
Organisation: _____
Address: _____
Town: _____ State: _____ Postcode: _____
Tel: _____ Fax: _____
Nature of Business: _____
Company Size: ☐ 1-99 ☐ 100-249 ☐ 250-499
☐ 500-999 ☐ 1000+

Authorization

(Signatory must be authorized to sign on behalf of contracting organization.)

Name: _____
Position: _____
Signature: _____ Date: _____

This booking is invalid without a signature.



Register Now

Contact: Whitney Shen

Tel: +86 28 6552 1255

Fax: +86 28 6552 1233

Email: whitney.shen@martinlinking.net

Business Opportunities

An exhibition space is available at the conference. Sponsorship opportunities covering lunch, evening receptions and advertising in documentation packs are also available. Please contact Ms. Whitney Shen at +86 28 6552 1255.

Payment Method

Our payment terms are 5 working days on receipt of invoice and full payments can be made by bank transfer.

开户名: 成都马汀令可商务咨询有限公司

开户行: 中国工商银行成都市暑袜南街支行

账 号: 4402928009022523952

CONFIRMATION DETAILS: After receiving payment, a receipt will be issued. If you do not receive a letter outlining the conference details two weeks prior to the event, please contact the Conference Coordinator at Martin Linking.

Terms & Conditions:

1. Fees are inclusive of program materials and refreshments.
2. Payment Terms - Following completion and return of the registration form, full payment is required within five (5) working days upon the issuance of invoice. Payment must be received prior to the conference/training date. A receipt will be issued on payment. Due to limited conference/training seats, we advise early registration to avoid disappointment. We reserve the right to refuse admission if payment is not received on time.
3. Client's Cancellation/substitution - Provided the total fee has been paid, client's cancellation must be received in writing by MAIL or FAX four (4) weeks prior to the event in order to obtain an 85% credit to attend for any future **Martin Linking** Events. Under such circumstances, **Martin Linking** will retain the other 15% service fee to cover expenses for prior cost that has already been incurred upon the acceptance of registration. All bookings carry a 50% cancellation liability immediately after a signed sales contract has been received by **Martin Linking**.
4. If, for any unexpected circumstances or reasons that **Martin Linking** decides to postpone this event, the client hereby indemnifies and holds **Martin Linking** harmless from any cost incurred in by the client. The event fee will not be refunded, but can be credited to future **Martin Linking**'s events. **Martin Linking** reserves the right to change the content without notice.
5. Copyright etc. - All Intellectual Property rights in all materials produced or distributed BY **Martin Linking** in connection with this event is expressly reserved and any unauthorized duplication, publication or distribution is strictly prohibited.
6. Important note: In the event that **Martin Linking** permanently cancels the event for any reason whatsoever, (Including, but not limited to any force majeure occurrence) and provided that the event is not postponed to a later date nor is merged with another event, the client shall receive a refund for the amount that the Client has paid to such permanently cancelled event.

Martin Linking Business Consulting Company Limited