

CX Management Development
presents

Two day workshop on

Project Management

24 & 25 May 2010
Holiday Villa, Subang Jaya
(9am – 5pm)

Project Management is to ensure projects are successfully carried out. It does not presume any prior knowledge in managerial or technical information.

It helps management when restructuring conditions and adapting special or specific skills and techniques to providing better control and use of existing resources.

It involves the defining, planning and monitoring of projects within the following desired constraints: time, cost, desired performance and optimum available resources.

WHO WILL BENEFIT

- *Project Managers and Project Leaders*
- *Technicians*
- *Technical Assistants*
- *Engineering Support Personnel and Engineers*
- *Managers & Executives*
- *Anyone who are involved in planning & implementation of all types of projects*

COURSE OBJECTIVES

After attending this program, participants will be able to learn ...

- *To clarify projects before starting them*
- *Organize a project so that it can be completed within the desired budget and schedule.*
- *To set up a monitoring system that will keep you up-to-date on project status.*
- *To identify problems at an early stage and deal with the changes to the project plan.*

- To improve estimation capabilities for future planning.
- To improve effectiveness in project coordination skills.

KEY TOPICS

Introduction to Project Management

- Establish readers' objectives, its definition and skills that are needed in Project Management.
- Understanding the phases of the Project-PLC.
- Establishing customized Project Parameters

Defining the Projects

- How do projects originate?
- Sequence in getting your project under way.
- Tools and procedures for creating potential ideas.
- Strategies for preliminary testing.

Planning the Project

- Three Critical Parameters
- How project quality dimension is defined?
- Creating a Work Breakdown Structure (WBS)
- Samples of WBS in Microsoft Projects
- How to assign responsibilities?

Implementing the Project

- Key duties during Implementation
- Establishing and detailing duties
- Controlling Work in Progress (WIP)

Activities When Implementing the Project

- Establishing WIP activities
- How to use Point Identification and Project Control Chart
- Effectiveness in providing Feedback and Negotiations
- Guidelines for Effective Negotiations
- Resolving Differences

Completing the Project

- Concluding project
- Project Completion Checklist
- Evaluating the Completed Project

Points to Ensure Successful Project Management

- Points to take note
- Summarizing Project Management Phases
- Project Coordination Checklist

METHODOLOGY

- **Interactive Discussions**
- **Group Exercises**
- **Coaching**
- **Case Studies**
- **Discussions**

COURSE FACILITATOR

Mr Joseph Clarence specializes in programs on operation management practices and management issues. Amongst the program that he has trained is Training Need Analysis for Technical & Non Technical Personnel, Production Planning, Critical Problem Solving & Trouble Shooting, Project Management, Store/Warehouse/Inventory Management, Developing Improvement and Value Added Solutions, Development & Managing Technical People, Report Writing, Technical Report Writing, Train The Technical Trainer, TQM, TPM, New Techniques in Preventive Maintenance, Product & Performance Measurement Assessment and Management Development Program (Stress, Time, Change & Operation Management).

He has been involved in training for the last 22 years and has worked as a Consultant, Technical Director and Senior Technologist in SAE (Singapore). During that time, he was involved in the total depot level maintenance and plant operations. He was also responsible for carrying out servicing, troubleshooting, testing and commissioning jobs in the plant. His work includes implementing function system checks, preparing documentation on work schedules and sourcing of material/equipment for various levels of work force.

Clarence has trained personnel from Taylors College, Dunlop Malaysia, Sirim Bhd, Rubberflex Bhd, Mardec, Mattel, Fujitsu Component, Penang Port, Intel Technology, Perwaja Steel, Petronas Gas Processing Plant, Petronas Refineries, Unisem, PKNM, Perusahaan Otomobil NSL, Sony TV Industries, RJ Reynolds Tobacco and TNB Resources, Vishay Semi-Conductors, Texas Instruments, Malaysian Shipyard Engineering (MSE), Iris Technologies

Mr Joseph Clarence holds a Bachelor in Engineering with Honours from the Queens University of Belfast, United Kingdom and Masters in Engineering, majoring in Failures Assessment & Analysis (Man, Machine, Measurements, Methods, Material & Safety) from the University of Malaya. Malaysia

ADMINISTRATION

Course Fees (HRDF/SBL – 100%)

Early Bird Course Fees (before 10 May 2010)

Course Fees : RM980.00 per person

Group Discount: RM930.00 per person for 2 or more participants.

Normal Course Fees

Course Fees : RM1130.00 per person

Group Discount: RM1080.00 per person for 2 or more participants.

All registration must be accompanied with payment.
All cheques should be crossed "A/C Payee" and made payable to "CX MANAGEMENT DEVELOPMENT"

(Fees are inclusive of tea breaks, lunch, course materials and Certificate of Attendance)

CONTACT

CX Management Development

TEL: 03-8024 1697 / 016-272 8306 (KC / Girlie / Vivience)

FAX: 03-8024 4026

Email: training@cxmgmt.com, Online Registration: <http://www.cxmgmt.com>

Office Hours: Monday to Friday (9.00 am – 6.00 pm)

REGISTRATION FORM (Closing Date: 17 May 2010)

Project Management – 24 & 25 May 2010

(code : Va703b)

Company: _____

Address : _____

Postcode : _____ **Email:** _____

Tel : _____ **Fax:** _____

Contact Person: _____

Approving Manager : _____

Designation: _____

Cheque No: _____ **Amount:** _____

Name1 : _____

Designation: _____

Name2 : _____

Designation: _____

Name3 : _____

Designation: _____

Forthcoming workshops in May to June 2010

Website: <http://www.cxmgmt.com>

MAY 2010

- 12 May - Developing An Employees' Handbook - The Practical Guidelines
- 12 May - Customer Complaints Investigation Techniques
- 12 & 13 May - Business Etiquettes for Managers & Executives
- 12 & 13 May - Inspire Any Audience - High Impact Presentation Skills
- 13 May - Pengurusan Rekod & Fail
- 13 May - Job Analysis/ Job Descriptions / Job Specifications - Applications & Implications
- 17 & 18 May - Kepimpinan dan Motivasi Untuk Penyelia dan Team Leader
- 17 & 18 May - Effective Channel Management
- 17 & 18 May - Measurement & Calibration Systems
- 17 & 18 May - Developing Customer Service Excellence for Front Liners
- 19 & 20 May - Employers - Know Your Rights & Protections within the Law
- 19 & 20 May - Effective Cash Flow Management
- 19 & 20 May - Effective Contract Management
- 19 & 20 May - Production Planning & Inventory Control Practices
- 24 & 25 May - Credit Management & Debt Collection Strategies
- 24 & 25 May - Project Management
- 24 & 25 May - Key Competencies for Managers & Executives
- 25 May - Penerimaan Arahan Pesanan (PO) - Perkara perlu dilakukan / dielakkan (Accepting Purchase Orders - The Do's & Dont's)

JUNE 2010

- 9 June - How to Handle Difficult Customers & Complaints Effectively
- 9 & 10 June - Time Management
- 10 June - Peranan Pekerja Dispatch

- 14 & 15 June - *Effective Store/Warehouse Operations*
- 14 & 15 June - *Building Today's Professional Administrator*
- 14 & 15 June - *Succession Planning*
- 16 & 17 June - *Kemahiran Penyeliaan yang Berkesan*
- 16 & 17 June - *Misconduct & Domestic Inquiry Documentation & Procedures*
- 16 & 17 June - *Managing Customer Relations Effectively*
- 16 & 17 June - *IT Project Management*
- 18 June - *Records & Filing Management*
- 18 June - *Meningkatkan Kecemerlangan & Etika Pemandu Korporat*
- 21 & 22 June - *Effective HR Management*
- 21 & 22 June - *Enhancing Interpersonal Communication Skills*
- 21 & 22 June - *Purchasing & Procurement Management Practices*
- 23 & 24 June - *Accounting Skills for Accounts Clerks & Assistants*
- 23 & 24 June - *Writing Skills for HR Documentation*
- 23 & 24 June - *Influencing & Negotiation Skills*
- 23 & 24 June - *Implementing Business Process Improvement (BPI)*
- 25 June - *Telephone Courtesies & Effectiveness*
- 25 June - *How to Connect in Business in 90 Seconds or Less*
- 25 June - *Accepting Purchase Orders – The Do's & Donts*

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