

# Professional Programme in Railway Operations Management

**PPROM****► Available Winter 2023**

Hear from MTR's experts and other industry leaders on the core strategic principles of managing railway operations as well as best practices in daily operations management, with applications drawn from MTR and Prasarana.

The PPROM programme will be predominately delivered through in-person discussions and supplemented with technical visits to the various MTR facilities in Hong Kong. On the last day of the programme, group presentations alongside a plenary discussion and a graduation ceremony will be held.

**In-person Training****Technical Visit****Networking Group****Who Should Attend**

Executives, managers and decision-makers of railway operators and authorities, who are keen to broaden their knowledge in rail operations and management.

**Language**  
English**Duration**  
5 days (4 Dec - 8 Dec 2023)**Venue**  
Hong Kong**Mode**  
In-person  
(except for one session)

# Professional Programme in Railway Operations Management (PPROM)

## Overview

The syllabus kicks off with macroscopic discussions on rail transport pertaining to the development of modern cities. Subsequent sessions take a practical look at railway operators' strategies for meeting passenger demand and service benchmarks, with special focus on safety management, planning and operations, maintenance strategies, as well as sustainability.



## Objectives

The course aims to

- Provide an understanding of railway service provision and its impact to society development and derive the general rationales of railway operation practices
- Explain the implementation of various key elements of railway operation with real-life examples
- Enable sharing on good practices and challenges of railway operations under a range of service demands and operational constraints

Upon completion of the course, the participants should be able to

- Explain how railway service is to be formulated to meet the specific needs of the community and fulfil its purposes and functions
- Evaluate the performance and fitness for purpose of a railway operation setup and compare the benefits and limitations of different practices
- Formulate initial planning for railway service operations and analyse its feasibility



## Certificate

A certificate of attendance will be presented to participants upon programme completion.

## Programme & Schedule

**Delivery: In-person** except for session 2.3

Day	Time (UTC +8)	09:00 – 12:15	12:15 – 13:45	13:45 – 17:00
1	4 December 2023 (Mon)	1.1 Rail Transport & Society - Meeting the Transport Needs of a Society with Railway Services	Lunch	1.2 From Project to Operational Readiness (Hong Kong Experience & Cases)
2	5 December 2023 (Tue)	2.1 From Project to Operational Readiness (Prasarana Experience) 2.2 Operations Management (RapidKL)	Lunch	2.3 Railway Safety Management (Online mode)
3	6 December 2023 (Wed)	3.1 Operations Management (Metro Systems in Hong Kong)	Lunch	3.2 Technical Visit
4	7 December 2023 (Thu)	4.1 Railway Maintenance Regime - Models & Practices	Lunch	4.2 Technical Visit
5	8 December 2023 (Fri)	5.1 Self Reflection & Preparation of Group Presentation	Lunch	5.2 Group Presentation, Plenary Discussion & Graduation Ceremony



## Description

### Day 1

#### Session

##### 1.1 Rail Transport & Society – Meeting the Transport Needs of a Society with Railway Services

Speaker: Prof. Lee Kang Kuen (3 hours)

Study the principles of integrated transport systems, understand the role of rail transport and stakeholder needs in facilitating urban mobility amid population growth and economic development, and formulate policies and planning of railway service provisions and management accordingly.

##### 1.2 From Project to Operational Readiness (Hong Kong Experience & Case)

Speaker: Mr. Francis Li (3 hours)

Witness how a new line system is planned and launched, including internal and external interfacing management for seamless integration.



### Day 3

#### Session

##### 3.1 Operations Management (Metro Systems in Hong Kong)

Speaker: Mr Ben Lui (3 hours)

Examine how MTR implements key elements of railway operations with real-life examples on how the organization upholds its service pledge in the face of mounting challenges. Hear first-hand sharing on good practices under a range of service demands and operational constraints.

##### 3.2. Technical Visit

A line up of technical visits to the various MTR facilities (Admiralty Station and South Island Line)



### Day 2

#### Session

##### 2.1. From Project to Operational Readiness (Prasarana Experience & Case);

Hear about the critical elements and considerations in the planning of new lines and extensions as well as defining the responses that can deliver desirable project outcomes.

##### 2.2. Operations Management RapidKL: Journey towards Service Excellence

Speaker: Mr. Muhammed Syafiq Abdullah (3 hours)

Hear from the Head of Rail Operations on Prasarana's initiatives for service excellence.

##### 2.3. Railway Safety Management

Speaker: Mr. Alex Lau (3 hours)

Learn about MTR's models and practices for cultivating a corporate culture that believes "Safety is Everyone's Responsibility".



### Day 4

#### Session

##### 4.1. Railway Maintenance Regime - Models & Practices

Speaker: Mr. Winson Tse (3 hours)

Understand the art and science of balancing cost control, service reliability and asset management, and learn about MTR's maintenance strategy, approach and best practices.



##### 4.2. Technical Visit

A line up of technical visits to the various MTR facilities (Depot, I Facilities and Data Studio)

### Day 5 Group Presentation, Plenary Discussion & Graduation Ceremony

Participants shall prepare for their group presentation and take part in a plenary discussion. At the end of the programme, each participant will be presented with a certificate during the Graduation Ceremony.

## Our Speakers



### **Prof. Lee Kang Kuen**

*Professor of Transportation Practice, Hong Kong Polytechnic University  
Deputy Director, China National Rail Transit Electrification and Automation Engineering Research Centre (Hong Kong Branch)  
Technical Mentor and Member of Technical Advisory Panel, SMRT Singapore*

Prof. Lee is one of Asia Pacific's most prolific experts in the railway industry. Throughout his 56 years in the field, his responsibilities have spanned an impressive range of operations, including rolling stock and infrastructure maintenance, new lines, major asset upgrade and replacement as well as operations and business development. His most recent tenure was with the Sydney Metro, helming the Sydney Metro Northwest and Sydney Metro City & Southwest projects.

He is also a pioneer in academia, leading the Hong Kong Polytechnic University research team that pioneered the application of Fiber Bragg Grating sensors for the continuous monitoring of mission critical railway components. His most recent R&D work involves smart railway infrastructure and smart trains.



### **Mr. Francis Li**

*Former Principal Consultant-Operations, MTR*

Mr. Li was the Chief Operations Manager (Shenzhen), then the Chief of Operating managing the train service of the whole Hong Kong heavy rail and light-rail network. In the past years, he headed teams to prepare for Operations readiness for a line in Mainland China-Shenzhen. He was also in charge of the preparation for operations readiness for several new lines and the High-Speed Rail (Hong Kong section) in Hong Kong. Highly recognizable to the Hong Kong public, he acted as the Corporation's spokesman, and conducted frequent liaison with various government bureaus, political parties and the public.

In 2019, he embarked on his new role as Principal Consultant-Operations while maintaining his status as MTR's Honorable Ambassador.



### **Mr. Muhammad Syafiq Abdullah**

*Head of Rail Operations, Shah Alam Line, Prasarana*

Mr. Syafiq is the Head of Rail Operations for the upcoming Shah Alam Line.. He was previously the Operations Head for Kelana Jaya Line (LRT2) & Kajang Line (MRT1) and has over 24 years' experience in the field of railway operations. He was responsible in the formation of Core Team for the Operation Readiness for the new Shah Alam Line. His key involvement in the migration was implementation, establishing the safety policies, standards, training, and operations assistance for the newly launched Putrajaya Line (MRT2).

His field of study is Electronics and Engineering Business Management.



### **Mr. Alex Lau**

*Former General Manager - Safety & Quality, MTR*

A Chartered Engineer with a career spanning over 30 years in railway safety, quality and productivity management. Mr. Lau was responsible for overseeing the safety and quality management systems of the operating railways in Hong Kong, including risk management, passenger safety, occupational health and safety, rules and procedures, accident investigations, audits and inspections.

## Satisfied Participants

*"I am impressed by the framing of the content delivered for all segments. Both the breadth and depth of all segments were adequate."*

**3<sup>rd</sup> Intake**

*"Good lectures with relevant course studies. Presenters were knowledgeable & professional."*

**1<sup>st</sup> Intake**

*"Very good sharing based on the best practice of MTR, and the ideas/initiatives that work. Sharing experience of MTR is most useful by presenters & should be continued."*

**2<sup>nd</sup> Intake**

*"Very appreciative of Mr. Alex Lau for sharing freely his experience, case studies etc. Sharing of real cases brightens up the session and increases the interest and participation would be great to discuss about real cases more."*

**3<sup>rd</sup> Intake**

## Our Speakers



**Mr. Ben Lui**  
*Head of Line Group Management – Urban Lines, MTR*

Mr. Lui is now the Head of Line Group Management – Urban Lines, managing the train services of the busiest lines of heavy railway in Hong Kong which service over 3 million passengers safely and efficiently per day. In the past few years, he was responsible for the railway operations in one of the MTR business hubs in mainland China, including operations and engineering management as well as operations planning of new line opening. He actively steers the enhancement of customer experience in Hong Kong and drives the change in smart mobility and innovative application in MTR.

He is one of MTR's spokespersons in radio programmes and conducts frequent liaison with major stakeholders including various government bureaus, political parties and the public.



**Mr. Winson Tse**  
*General Manager, Infrastructure Maintenance, MTR*

Mr. Tse possesses more than 20 years of experience in design, construction, operation, and maintenance of railway. In his current portfolio, he manages the asset of 270km of railway and 99 stations in Hong Kong.

Mr. Tse is trained as a civil engineer with chartership in the UK and Hong Kong. He graduated from the University of Hong Kong with a Bachelor of Engineering in Civil and Structural Engineering and a Master in Science in Infrastructure Project Management. He is currently the Chairman of the China Hong Kong Railway Institution.

## Organisations who have sponsored their Executives to the Professional Programmes\* – Partial List

since Year 2017

*\*(previously named as Executive Programmes)*

### Geography

22 countries / regions  
within Asia, Europe,  
Middle East and Australia

### Operators & Contractors (Metro & Light Rail)

- Bangkok Expressway and Metro Public Co.
- Chennai Metro Rail Limited
- CRRC Changchun Railway Vehicles Co. Ltd.
- Hong Kong Tramways
- Hop Yuen Construction
- Lausanne Public Transport Company
- Light Rail Manila
- Myanmar Railway
- Metro Sao Paulo
- MRT (Kuala Lumpur)

- Kum Shing Group
- Mass Rapid Transit Jakarta
- Metro Jeddah Company
- Metro Trains – Melbourne
- Metroselskabet
- SBS Transit – Singapore
- Seoul Metro
- SMRT – Singapore
- Tokyo Metro

### Regulators

- Land Transport Authority (LTA) of Singapore
- Electrical and Mechanical Services Department, The HKSAR Government
- Highways Department, The HKSAR Government
- The Transportation Infrastructure Office (GIT) of Macau

### Utilities

- Hongkong Electric

### University, R&D

- Railway and Transport Strategy Centre, Imperial College London

## Intake Scheme and Programme Fees

For details, please click [here](#) to download the registration form.

## Programme Enquiry

Please contact Ms. Ng at [slng@mtr.com.hk](mailto:slng@mtr.com.hk) or call +852 2520 3453.

