# Programme Schedule

<table>
<thead>
<tr>
<th>Day</th>
<th>10:00am</th>
<th>10:30am</th>
<th>11:00am</th>
<th>11:30am</th>
<th>12:00pm</th>
<th>12:30pm</th>
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</thead>
<tbody>
<tr>
<td>Key</td>
<td>Introduction on MTR Rail Gen 2.0</td>
<td>Customer Service (I)</td>
<td>Asset Management (I)</td>
<td>Rail Visit in Railway Assets</td>
<td>Brownfield Project Management</td>
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<tr>
<td>2</td>
<td>Safety Management (I)</td>
<td>Service Reliability (II)</td>
<td>Site Visit - OCC and Station</td>
<td>Site Visit - Integrated Station + Property Development</td>
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<tr>
<td>3</td>
<td>Safety Management (II)</td>
<td>Service Reliability (II)</td>
<td>Site Visit to Depot</td>
<td>Site Visit - OCC and Station</td>
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<tr>
<td>4</td>
<td>Safety Management (III)</td>
<td>Service Reliability (II)</td>
<td>Site Visit to Depot</td>
<td>Site Visit - OCC and Station</td>
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<tr>
<td>5</td>
<td>Safety Management (II)</td>
<td>Service Reliability (II)</td>
<td>Site Visit to Depot</td>
<td>Site Visit - OCC and Station</td>
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</tr>
<tr>
<td>6</td>
<td>Safety Management (II)</td>
<td>Service Reliability (II)</td>
<td>Site Visit to Depot</td>
<td>Site Visit - OCC and Station</td>
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## Programme Enquiry

For programme enquiries, please contact Ms. Ng at slng@mtr.com.hk or call (852) 25203453.

## Programme Overview

The Railway Executive Programme (REP) is uniquely designed to provide a holistic development experience on excellence in railway operations for senior executives of railway operators and authorities worldwide. Participants can learn MTR’s management philosophy, approaches, processes and knowledge of affording a successful railway operation and customer service. The programme is facilitated by corresponding MTR’s senior managers and executives with established REP executive and senior managers.

The programme is designed to cover the core topics that are crucial for driving safety, customer experience excellence, service reliability, non-fare revenue and cost effectiveness. A series of presentations, case reviews and interactive discussions under these topics are facilitated by corresponding MTR’s senior managers and experts from across the company.

## Programme Topics

- **Introduction on MTR**
- **Rail Gen 2.0**
- **Customer Service (I & II)**
- **Asset Management (I, II & III)**
- **Safety Management (I & II)**
- **Service Reliability (I, II & III)**
- **Non-Fare Revenue**
- **Transit Oriented Development**
- **Brownfield Project Management**
- **Service Reliability**
- **Safety Management**
- **Asset Management**
- **Customer Service Excellence**
- **Service Reliability**
- **Non-Fare Revenue Generation**
- **New Extension Management**
- **Transit Oriented Development**
- **Brownfield Project Management**
- **Customer Service Excellence**
- **Service Reliability**
- **Non-Fare Revenue Generation**
- **New Extension Management**

## Programme Details

- **Duration**: 5-1 days
- **Venue**: Hong Kong & Shenzhen, China
- **Language**: English

**How to apply**

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Railway Executive Programme (REP) Overview

As one of the globally recognised industry leaders, MTR Corporation has been the trusted advisor of various railway companies and projects around the world. Based on our track record of success, the MTR Academy is taking one step further to offer tailor-made training programs for executives and management.

The Railway Executive Programme (REP) is uniquely designed to provide a holistic development experience on excellence in railway operations for senior executives of railway operators and authorities worldwide. Participants can learn MTR’s management philosophy, approaches, processes and knowledge on attaining excellence in railway operation and customer service management with seasoned MTR executives and senior managers.

The Programme is designed to cover the core topics that are crucial for driving safety, customer experience excellence, service reliability, non-fare revenue and cost-effective. A series of presentations, case reviews and interactive discussions under these topics are facilitated by corresponding MTR’s senior managers.

(5+1) day programme concludes with panel discussion at MTR Executive and key visit to Shenzhen Line 4, one of the MTR business hubs in the Mainland of China.

Who should attend

Executives and senior managers of railway operators and authorities.

Topics

• Safety Management
• Customer Service Excellence
• Service Reliability
• Asset Management
• Non-Fare Revenue Generation
• Brownfield Project Management
• Transit Oriented Development
• New Extension Management
• Re-Investing in Railway Assets

Language

English

Venue

Hong Kong & Shenzhen, China

Duration

5+1 days

Including a site visit to Shenzhen, one of the MTR business hubs in Mainland China

What you will learn from each module?

Introduction on MTR

MTR’s business model, governance framework, organisation structure, operation overview, and global business growth strategy.

Rail Gen 2.0


Customer Service (I & II)

MTR’s customer service aspiration and customer experience management model. Our approach from defining, designing, implementing to measuring. How we build a customer-centric culture.

Safety Management (I & II)

The philosophy and governance of MTR’s Safety Management System; approach of driving safety excellence globally; and management of risk systematically and proactively to improve safety performance.

Service Reliability (I, II & III)

MTR’s new development on “Improved Reliability Management Strategy (PART 2020+).

Service Reliability (I, II & III)

How MTR pursues railway service reliability by operations planning and management, performance monitoring, stakeholders communication and incident handling, etc. Case studies will be discussed.

Re-investing in Railway Assets

MTR’s strategy in re-investing in railway assets and its implementation through well-articulated processes and tools. Case studies will be discussed.

Non-Fare Revenue

Strategy and mix of commercial facilities and non-fare businesses in MTR stations. Opportunities and Challenges. Insights for design and planning of stations.

Transit Oriented Development

How MTR manages challenges of a brownfield project on a live railway system, and be able to maintain a reliable railway service while major asset replacement works are implemented in the network.

Brownfield Project Management

How MTR manages challenges of a brownfield project on a live railway system, and be able to maintain a reliable railway service while major asset replacement works are implemented in the network. Two brownfield projects will be discussed.

Site Visit - OCC and Station

Effective management of the Operations Control Centre for the entire heavy rail network during peak hours and incidents. OCC control and platform management as peak of the rail.

Site Visit to Depot

Organisation and operation of a highly utilised depot with capability from first line maintenance to vehicle and equipment overhaul.

Site Visit - Integrated Station + Property Development

Best in class “rail plus property” project at Kowloon Station Development that exemplified Transit Oriented Development implementation with physical and functional integration of railway, MTR, shopping and residential.

Study Trip to MTR Mainland hub in Shenzhen

A unique learning tour to Shenzhen visiting operations, maintenance and “rail + property” development of Line 4 which is operated by MTR. How MTR manages and delivers quality service to the environment of Mainland China.