



# Railway Professional Programme (RPP) - Operation Management

## Programme Schedule

Day	1	2	3	4	5	6	
9:00am ~ 10:30am	Introduction on MTR Rail Gen 2.0	Operation Management	Disruption Handling and Communication (II)	New Lines Planning (I)	Being a Community Railway (I) – Arts in Station		
Tea Break							
10:45am ~ 12:00pm	Railway Safety Management (I)	Near Capacity Operation Management (I)	Crisis Management	New Lines Planning (II)	Being a Community Railway (II) - Youth Connects (III) - Society Link		
Lunch							
1:15pm ~ 2:30pm	Railway Safety Management (II)	Near Capacity Operation Management (II)	Customer Experience Management (I) - Academy of Excellent Service	Site Visit - New Extension (SIL)	Discussion with Senior Executive	Study Trip to MTR Mainland hub in Shenzhen	
Tea Break							
2:45pm ~ 5:00pm	Railway Safety Management (III)	Disruption Handling and Communication (I) Site Visit - OCC and Station (end at 7:00pm)	Customer Experience Management (II) - End to End Experience	Site Visit - New Extension (SIL)	Graduation Ceremony Course End Evaluation (end at 3:30pm)		
Dinner	Welcome Drink		Official Dinner				

Delivery Mode: Lectures and Cases Sharing, Discussion with Senior Executive, Site-visit

### Intake Schedule and Programme Fees:

Refer to the Enrollment Form for details

### Programme Enquiry:

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

### 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 Professional Programme (RPP) is offered in 2 disciplines. The first is on Operation Management (RPP-OM) focusing on practical experience sharing on Operating topics. The other is on Asset Management (RPP-AM) emphasising systematic implementation driving reliability improvement and cost effectiveness. Each programme runs on a (5+1) day itinerary designed to provide insights into MTR's Operations and Maintenance management philosophy, systems and processes striving for customer service, equipment reliability, cost efficiency and operation excellence.

The RPP-OM Programme addresses the key topics essential to driving safety, customer experience excellence, near capacity management and community engagement, and planning of new extension. A series of presentations, case reviews and interactive discussions under these topics are facilitated by corresponding MTR's senior managers and operators with relevant in-depth experience and knowledge. The Programme concludes with panel discussion with MTR's Executives and day visit to Shenzhen Line 4, one of the MTR business hubs in the Mainland of China.

### Objectives

The programme aims to

- Provide a development experience on railway operation management
- Enrich your knowledge on good practices and processes
- Broaden your perspective and horizon, and become stimulated in initiating changes within your organisation to improve customer service, disruption handling and community engagement

### Who should attend

Operators and managers of Operations Departments of railway operator companies and authorities

### Topics

- Safety Management
- Customer Experience
- Near Capacity Operation Management
- Disruption Handling and Communication
- Being a Community Railway
- New Line Planning
- Panel Discussion with MTR Executives

### 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, organization structure, operation overview and global business growth strategy.

### Rail Gen 2.0

MTR's 2030 Master Development Plan for new network extensions and major railway equipment renewal programmes, including new rolling stock and signalling systems. Strategic communication framework and expectation management.

### Railway Safety Management (I, II & III)

MTR's safety management framework, safety governance structure and organization at enterprise and railway operation levels. How MTR pursues excellence in safety performance. Case sharing on how MTR fosters its safety culture, manages human factors and risk management.

### Operation Management

MTR's operations organization structure, cross functional teams working, train service planning, station management and integrated working with Control Centre. Case sharing on Group Station Control and Total Station Operations.

How MTR manages Near Capacity Operations (NCO) including contingency planning, action triggering mechanism, passenger information and implementation. Case study on identifying NCO risk and developing effective measures and planning overall crowd management.

### Near Capacity Operation Management (I & II)

Framework in disruption handling including incident control, manpower mobilization, service regulation, information dissemination, service recovery and incident investigation. Special focus will be given on communication and coordination with internal and external stakeholders.

### Disruption Handling and Communication (I & II)

How MTR determines its Crisis Management System from different available models and ensures that it can assure business continuity.

### Crisis Management

MTR's strategy and approach in enhancing staff's service capability. How MTR's Academy of Excellent Service as the flagship implements various initiatives to change mindset, uplift service skills and sustain learning.

### Customer Experience Management (I) - Academy of Excellent Service

### Site Visit - OCC and Station

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

### Site Visit - New Extension (SIL)

MTR's approach on testing, commissioning and opening of new extension. Planning and operations of the new driverless line in a high capability environment.

### Study Trip to MTR Mainland hub in Shenzhen

A day return trip across the Border to Shenzhen visiting operations, maintenance and "Rail + Property" development of Line 4 which is operated by MTR. How MTR manages and delivers quality service in the environment of Mainland of China.

### Customer Experience Management (II) - End to End Experience

MTR's customer experience management model, implementation and outcome. Case sharing on defining, designing and measuring customer experience.

### Being a Community Railway (II) - Youth Connects

### New Lines Planning (I & II)

How MTR implements an operator-led approach in planning and management of new extension projects. Case sharing on operator's input, marketing planning and operation readiness.

### Being a Community Railway (III) - Society Link

### Being a Community Railway (I) - Arts in Station

MTR's philosophy for "Arts in Station" for Corporate Social Responsibility and community engagement. Case sharing on selection of artworks and communication with the public.

### Discussion with Senior Executive

How MTR creates business and social value through its Corporate Social Responsibility community engagement initiatives. Case studies on "Youth Connect" programmes that partner with secondary schools and NGOs.

How MTR establishes "Society Link" a communication platform to engage NGOs creating business and social values to the Corporation.

A panel discussion with senior MTR Executives who will share their insights and experience. Participants will ask questions.