**Programme Schedule**

<table>
<thead>
<tr>
<th>Day</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
</tr>
</thead>
<tbody>
<tr>
<td>9:00am</td>
<td>Introduction on MTR Rail Gen 2.0</td>
<td>Operation Management</td>
<td>Disruption Handling and Communication</td>
<td>New Lines Planning</td>
<td>Being a Community Railway (I) - Arts in Station</td>
<td></td>
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<tr>
<td>10:45am</td>
<td>Railway Safety Management (I)</td>
<td>Near Capacity Operation Management (II)</td>
<td>Customer Experience Management (I) - Academy of Excellent Service</td>
<td>Site Visit - New Extension (SSL)</td>
<td>Being a Community Railway (II) - Youth Connects (I) - Society Link</td>
<td>Study Trip to MTR Headland hub in Shenzen</td>
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<tr>
<td>12:30pm</td>
<td>Lunch</td>
<td>[Image 270x1600 to 1370x2083]</td>
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<tr>
<td>1:15pm</td>
<td>Railway Safety Management (III)</td>
<td>Near Capacity Operation Management (III)</td>
<td>Customer Experience Management (II) - End to End Experience</td>
<td>Site Visit - New Extension (SSL)</td>
<td>Graduation Ceremony</td>
<td>Course End Evaluation (end at 3:30pm)</td>
</tr>
<tr>
<td>2:45pm</td>
<td>Railway Safety Management (III)</td>
<td>Disruption Handling and Communication (I)</td>
<td>Customer Experience Management (II) - End to End Experience</td>
<td>Site Visit - New Extension (SSL)</td>
<td>Graduation Ceremony</td>
<td>Course End Evaluation (end at 3:30pm)</td>
</tr>
<tr>
<td>5:00pm</td>
<td>Tea Break</td>
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<tr>
<td>6:00pm</td>
<td>Dinner</td>
<td>Welcome Drink</td>
<td>Official Dinner</td>
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**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-O&M) focusing on practical experience sharing on Operating Topics. The other is on Asset Management (RPP-AM) emphasising systematic implementation of driving reliability and cost effectiveness. Each programme runs on a (2+4), day-training mode. 

**Objectives**

The programme aims to:
- Provide a development experience on railway operation management.
- Enrich your knowledge on good practices and principles.
- Broaden your perspective and horizon, and become more innovative in initiating changes within your organisation to improve customer service, disruption handling and community engagement.

**Who should attend**

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

**Language**

English

**Venue**

Hong Kong & Shenzhen, China

**Duration**

5 to 8 days

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

**Intake Schedule and Programme Fees**

For programme enquiries, please contact Ms. Ng at slh@hk.com.hk or call (852) 25302452.

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**What you will learn from each module?**

**Introduction on MTR**

- MTR's business model, governance framework, organisation structure, operations overview and global business growth strategy.

**Rail gen 2.0**

- MTR's 2030 Master Development Plan for new network extension and major railway equipment renewal programmes, including new rolling stocks and signalling systems.

**Railway Safety Management (I & II)**

- MTR's safety management framework, safety governance structure and organisation at enterprise and railway operation levels, MTR pursues excellence in safety performance.

**Customer Experience Management (I & II)**

- MTR's customer experience management model, implementation and customers' expectations management and measuring customer experience.

**Operation Management**

- MTR's strategy and approach in enhancing staff's capability.

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**Operation Management**

- MTR's strategy and approach in enhancing staff's capability.

**Panel Discussion**

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

**Discussion with Senior Executive**

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

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**What you will learn from each module?**

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**Delivery Mode:** Lectures and Case Sharing, Discussion with Senior Executive, Site-visit.
# Programme Schedule

## Day 1
**9:00am - 10:30am**
Introduction on MTR - Rail Gen 2.0

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<th>Rail Break</th>
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**10:45am - 12:30pm**
Railway Safety Management (I)

| Near Capacity Operation Management (II) |
| Customer Experience Management (I) - Academy of Excellent Service |
| Customer Experience Management (II) - End to End Experience |

| Site Visit - New Extension (SS2) |
| Graduation Ceremony |
| Course End Evaluation |

| Study Trip to MTR's Business Hub in Shenzhen |

## Day 2
**9:00am - 10:30am**
Near Capacity Operation Management (II)

| Site Visit - OCC and Shenzhen (end at 7:30pm) |
| Official Dinner |

**1:15pm - 2:45pm**
Railway Safety Management (II)

| Disruption Handling and Communication (I) |
| Customer Experience Management (II) - End to End Experience |

| Site Visit - New Extension (SS2) |
| Graduation Ceremony |
| Course End Evaluation (end at 3:30pm) |

**2:45pm - 3:30pm**
Tea Break

**3:30pm - 5:00pm**
Rail Safety Management (III)

| Customer Experience Management (III) - Academy of Excellent Service |
| Site Visit - New Extension (SS2) |

What you will learn from each module:

### Introduction on MTR
- MTR's business model, governance framework, operation overview, and overall business growth strategy.

### Rail Gen 2.0
- MTR's 2030 Master Development Plan for new network extensions and major railway extensions.
- New rolling stock and signalling systems.
- Strategic role of planning and expectation management.

### Railway Safety Management (I & II)
- Framwork in disruption handling including incident control, information dissemination, service regulation, information dissemination, and incident investigation.
- Customer experience management model, implementation, and customer evaluation methods.

### Near Capacity Operation Management (I & II)
- How MTR manages Near Capacity Operations (NCO), including contingency planning, operation overview, and overall operation.
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### Disruption Handling and Communication (I & II)
- How MTR determines its Crisis Management System from different accident models and ensures that it can assure business continuity.
- MTR's philosophy for "Arts in Station" for creating a humanistic and comfortable environment.

### Railway Safety Management (III)
- MTR's safety management framework, safety governance framework, and operation management level.

### Customer Experience Management (I & II)
- MTR's customer experience management model, implementation, and customer evaluation methods.
- How MTR creates business and social value through its Corporate Social Responsibility (CSR) community engagement initiatives.

### Operation Management
- MTR's operations organization structure, cross-functional teams, and integrated operations.
- MTR's strategy and approach in enhancing service capability.

### Customer Experience Management (III)
- 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.
- Cross-functional teams and integrated operations at the OCC.

### Site Visit - New Extension (SS2)
- MTR's approach in testing, commissioning, and opening of new extension.
- Planning and operations of the new lines in the high-capability environment.

### Study Trip to MTR's Business Hub in Shenzhen
A day return trip across the border to Shenzhen visiting MTR's operations management, maintenance, and "Rail + Property" development line 4 which is operated by MTR. New MTR management anddefines quality service in the environment of Shenzhen of China.