

December 2010

## Course Outlines for AV Project Management – Tools for Success

### 1.0 Objective

The objective of the training is as follows:

- 1.1 To provide the attendee with basic understanding of project management, in general and specific to AV PM process.
- 1.2 The basic program is covered under the following modules:
  - 1.2.1 Introduction to general Project Management Concepts
  - 1.2.2 The Project Management Cycle
  - 1.2.3 Basic Project Management Documentation
  - 1.2.4 Basic Drawing Reading and Handling Skills
  - 1.2.5 Basic Project Communication Skills
  - 1.2.6 Basic Microsoft Project Skills
  - 1.2.7 Managing People and a Team : The Human side of project management
  - 1.2.8 Review of Commercial Aspect of Project Management
  - 1.2.9 The AV Project Management Cycle Review
  - 1.2.10 Dealing with Consultants and their Standards
  - 1.2.11 Dealing with Clients Standards – Hospitality/Corporate
  - 1.2.12 Basic Project Handover Procedures, Testing Procedures, Documentation
  - 1.2.13 Defect Liability Period Management
  - 1.2.14 Maintenance Procedures and Problem Solving
  - 1.2.15 The Escalation Process
  - 1.2.16 General Discussion and Questions
  - 1.2.17 Multichoice Test and Course Evaluation
- 1.3 At the end of the training the attendee will feel confident in understanding the basic project management concepts, the project management cycle, documentation, commercial and communication in a project. The attendee will feel confident in understanding the AV project management process, including standards, procedures, maintenance and escalation.
- 1.4 The attendee will understand how to resource themselves for support and direction in the role as a project manager.

### 2.0 Scope

- a. The scope of this training is only to cover the basics of project management as detailed above.
- b. The scope of this training is to provide the attendee with the basic knowledge of project management to allow them to apply this to their daily work and to resource themselves for further learning and development.
- c. The scope of this training is to provide a clear understanding of AV Project Management Cycle and practices.

### 3.0 Method

Training will be carried out as follows:

- a. Training shall be delivered via a PowerPoint Presentation
- b. Detailed training notes will be provided with all formats as part of this document.
- c. Presentation will be provided with all resources used during the training, the presentation and supplementary training material.
- d. Questioning and interaction will be encouraged throughout the course.
- e. Verbal testing and feedback will feature at the end of each module of the course.
- f. A multichoice test will be given at the end of the course to review the learning level of each individual.
- g. A detailed course feedback form will be provided for all attendees to complete
- h. Course requires the attendee to have a computer with MS Office and MC Project – Demo can be downloaded from <http://us2.office2010beta.microsoft.com/default.aspx?culture=en-US>

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*Note – Course content is an ongoing developing cycle and may differ from what is shown in the above document. 2 December 2010*

## 4.0 Content Outline

The course will cover the following points:

- 4.1.1 Introduction to general Project Management Concepts
  - 4.1.1.1 Definition
  - 4.1.1.2 Roles and Responsibilities
    - 4.1.1.2.1 AV PM
    - 4.1.1.2.2 Architects
    - 4.1.1.2.3 Consultants
    - 4.1.1.2.4 System Integrator
    - 4.1.1.2.5 Others
  - 4.1.1.3 Planning
  - 4.1.1.4 Risk Management
  - 4.1.1.5 Opportunity Management
  - 4.1.1.6 Control and Monitoring
- 4.1.2 The Project Management Cycle
  - 4.1.2.1 General Concepts and Definitions
  - 4.1.2.2 Steps in Project Management
  - 4.1.2.3 Information and Communication Flow
  - 4.1.2.4 Planning
  - 4.1.2.5 Risk Management
  - 4.1.2.6 Opportunity Management
  - 4.1.2.7 Control and Monitoring
  - 4.1.2.8 Feedback
  - 4.1.2.9 Closing the Loop
- 4.1.3 Basic Project Management Documentation
  - 4.1.3.1 RFP and Tender Documents
  - 4.1.3.2 Tender Drawings
  - 4.1.3.3 PC
  - 4.1.3.4 RFI
  - 4.1.3.5 CO
  - 4.1.3.6 VO
  - 4.1.3.7 SI
  - 4.1.3.8 Kick Off Meeting Agenda
  - 4.1.3.9 Project Tracking Sheet
  - 4.1.3.10 Sample Submissions
  - 4.1.3.11 Sample Approvals
  - 4.1.3.12 Schedules Submission
  - 4.1.3.13 Schedules Approvals
  - 4.1.3.14 Email – does and don'ts
  - 4.1.3.15 Reporting Documentation
  - 4.1.3.16 Incident Reports
  - 4.1.3.17 Others as required
- 4.1.4 Basic Drawing Reading and Handling Skills
  - 4.1.4.1 Primer
  - 4.1.4.2 Drawing Views
  - 4.1.4.3 Scale
  - 4.1.4.4 Symbols
  - 4.1.4.5 Abbreviations
  - 4.1.4.6 Reading Drawings
  - 4.1.4.7 Types of AV Drawings

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- 4.1.4.8 Drawing and Documentation Control
- 4.1.4.9 Concept Drawings
- 4.1.4.10 Shop Drawings
- 4.1.4.11 As Built Drawings
- 4.1.4.12 Space Planning
- 4.1.4.13 Co-ordination
- 4.1.4.14 Approvals Process
- 4.1.5 Basic Project Communication Skills
  - 4.1.5.1 Email
  - 4.1.5.2 PDF Documentation
  - 4.1.5.3 Meeting Minutes
  - 4.1.5.4 Site Instructions
  - 4.1.5.5 Legal Implications
- 4.1.6 Basic Microsoft Project Skills
  - 4.1.6.1 Overview of the product
  - 4.1.6.2 Setting up a project
  - 4.1.6.3 Setting up tasks
  - 4.1.6.4 Setting up sub tasks
  - 4.1.6.5 Dependencies
  - 4.1.6.6 Resources
  - 4.1.6.7 Tracking completion
- 4.1.7 Managing People and a Team : The Human side of project management
  - 4.1.7.1 What sort of person are you?
  - 4.1.7.2 Handling People
  - 4.1.7.3 Motivation and De-motivation
  - 4.1.7.4 People and Communication
- 4.1.8 Review of Commercial Aspect of Project Management
  - 4.1.8.1 Technical Review Process
  - 4.1.8.2 Commercial Review Process
  - 4.1.8.3 Liquidated Damages and Notices Required
  - 4.1.8.4 Basic Contractual Overview
  - 4.1.8.5 What to do when you are stuck!
- 4.1.9 The AV Project Management Cycle Review
  - 4.1.9.1 AV PM Cycle
  - 4.1.9.2 Approvals Process
  - 4.1.9.3 Communication Process
  - 4.1.9.4 Change Orders
  - 4.1.9.5 Site Instructions
  - 4.1.9.6 Dealing with other parties in the process
  - 4.1.9.7 Feedback on process
- 4.1.10 AV Consultant Standards Review
  - 4.1.10.1 Why do we have standards
  - 4.1.10.2 How are the standards implemented
  - 4.1.10.3 Review of the general standards
- 4.1.11 Client Standards Review
  - 4.1.11.1 Why do we have standards
  - 4.1.11.2 How are the standards implemented
  - 4.1.11.3 Review of the general standards
- 4.1.12 Basic Project Handover Procedures, Testing Procedures, Documentation
  - 4.1.12.1 SI Pretesting
  - 4.1.12.2 Client Pretesting
  - 4.1.12.3 A1-6 Documentation
  - 4.1.12.4 Project Reconciliation

- 4.1.12.5 Warranty
- 4.1.12.6 Practical Completion
- 4.1.12.7 Maintenance
- 4.1.12.8 Support and Help Desk
- 4.1.12.9 Managing once the project is complete
- 4.1.12.10 Handover Documents – why, where and how!
- 4.1.12.11 Closure
- 4.1.13 Defect Liability Period Management
  - 4.1.13.1 What, Why, Who and How?
  - 4.1.13.2 Advance Replacement
  - 4.1.13.3 Fair Wear and Tear
  - 4.1.13.4 Extended Warranties
- 4.1.14 Maintenance Procedures and Problem Solving
  - 4.1.14.1 Who is responsible for what
  - 4.1.14.2 Maintenance Plan
  - 4.1.14.3 Documenting Faults
  - 4.1.14.4 Follow up
  - 4.1.14.5 Problem Solving Strategies
- 4.1.15 The Escalation Process
  - 4.1.15.1 What is escalation?
  - 4.1.15.2 Why escalate?
  - 4.1.15.3 What to do when you get no action.....
- 4.1.16 General Discussion and Questions
- 4.1.17 Multichoice Test and Course Evaluation

## 5.0 Training Materials

- a. PowerPoint Notes
- b. Relevant Documentation Samples
- c. Electronic Resources
- d. Reading List
- e. Useful Websites

## 6.0 Feedback Format

Feedback is taken from all attendees at the end of the training session.

## 7.0 Sign Off for Training

Confirmation by email that training has been completed plus attachment of copies of feedback forms.

## 8.0 Certification

A certificate is provided for completion of this course by BATS and T2 Consulting. In order to pass the course a pass level of 85% in the final test is required and the submission of a project plan in MS Project as per the assignment given must be submitted to BATS within 7 days of the course completion.