

# PowerPM LEADERSHIP COURSE (PLC) a strategic leadership programme

**25<sup>th</sup> PIKOM PLC**

**18 - 22 July 2016 (5-day Session, 45 PDUs)**

**Deepen Your Leadership Skills**



**Win-Win for Both Employers & Employees**

**Sign-up NOW for RM3,990.00 + 6% GST with special rebate  
from PIKOM (Normal rate is RM5,300\*)**

**PIKOM Training Centre @ Empire Damansara (Damansara Perdana, P.J.)**

**\*\*The organizers reserve the rights to change the venue at their discretion**

The National ICT Association of Malaysia (PIKOM) in collaboration with Business Technovise International (BTI) is pleased to invite you to attend the 25<sup>th</sup> PIKOM PowerPM Leadership Course (PLC), a high calibre course in leadership, the most important success differentiator in Programme / Project Management. This course aims at empowering the Project Leaders, Portfolio / Programme / Project Managers and all those involved in project management with the skills needed to build high performance teams that can drive projects to successful completion and obtain the desired outcome.

It will cover project leadership (PL) and management key areas, best practices, case studies, coursework, computer-based interactive sessions, group work and knowledge benchmarking. More importantly, the key aspects of PMBOK including the 10 PM areas and key leadership sessions will be extensively covered.

This course is a Management & Leadership commando training meant for certified senior managers as well as aspiring project leaders/managers who want to learn the right way of making things happen.

Project Leadership Certification (PLC) combines both foundation understanding and experience demonstrated in portfolio, programme and project management. PLC benefits both employers and employees in a win-win and win manner.

**Initiated by PCC:** PIKOM CIO Chapter (PCC) is a chapter of PIKOM comprising the Chief Information Officers of major corporations in Malaysia formed to extend the "Voice of the ICT Industry" to the end-user community. The PCC has identified the development of ICT professionals in Malaysia among the many initiatives it will champion.

## **ENQUIRIES & REGISTRATION**

PIKOM, The National ICT Association of Malaysia

Contact Person: Ms Grace Lee

Email: [training@pikom.org.my](mailto:training@pikom.org.my)

E1, Empire Damansara. No.2, Jalan PJU 8/8A,  
Damansara Perdana 47820 Petaling Jaya, Selangor. Malaysia.  
General Tel: (603) 4065 0078 General Fax: (603) 4065 0079

*\*Inclusive of GST*



**OVER 5,500**  
attendees from 63 countries

# About the PIKOM PLC Training Series

## About the Chief Instructor



*Tan Chee Peng*  
*Founder & CEO*  
*Team SYNthesis & Business Technovise International (BTI)*

Team SYNthesis and Business Technovise International (BTI), a strategic services firm specializing in Business / IT Strategy, Programme & Project Management (PPM) large systems and business process integration projects.

Prior to BTI, Mr. Tan was the managing partner, Andersen Worldwide managing the consulting practice in Mauritius, Madagascar, Kenya, Malawi, Tanzania and Uganda. Mr. Tan, an ASEAN scholar and a First Class Degree holder from Imperial College, UK, has more than 31 years of consulting experience in financial services industry, helping MNC clients in Business IT Strategy Formulation and Implementation, Business Process Reengineering, Programme and Change Management, Performance Management and, e-Commerce strategy and Implementation. He was previously the Vice President, Technology of Citibank N.A, Singapore.

Mr. Tan was conferred the (CITPM, Senior), the Singapore National IT Project Management Certification on 26 November 1998. Based on his professional work in Singapore, Mauritius and Africa, he was independently nominated and admitted to the International Who's Who of Professionals for 1999. Mr. Tan also sits on the Board of Assessor for the Singapore National IT Skills Certification Programme – IT Project Management since its inception.

He is also a Fellow Member of the Singapore Computer Society and has been listed on the "SCS Roll of Honour" in recognition and appreciation of his valuable support and contribution to the Society. Mr. Tan has given Project/ Programme Management Conferences, workshops and training sessions to more than 5,500 PMs worldwide and has successfully completed assignments in more than 63 countries. Mr. Tan is also a Mauritius SAPES recipient & Invited Member, Honorary 300 of the Singapore National Infocomm Registry for ICT Professionals, 2011-2013.

## How does PIKOM PLC differ from other courses?

This Project Leadership course covers a wide spectrum of issues other than standard project management areas that must be addressed in order to obtain the desired business outcome.

Experienced Professionals of international repute will be speaking at this event. They will give meaningful insights on key areas of project management.

Tool showcase: This unique professional development opportunity offers a platform to meet and interact with experienced Portfolio/Programme/Project Managers, colleagues and peers to share ideas and discuss various opportunities. Participants will also be given hands-on exposure to a real-life PMO tool, in order to broaden their horizons on the alternatives available in this ever-changing, new normal world of Project Management.



# PIKOM Project Leadership Certification

## The Uniquely Innovative Scope & Approach

### What differentiates PIKOM PLC from other PM Courses

This Project Leadership course covers a wide spectrum of issues beyond the standard portfolio-programme-project management coverage.

Experienced Professionals of international repute, including certified CITPM/PMP personnel, will be speaking at this event. They will give meaningful insights on key areas of portfolio-programme-project management.

Tool showcase: This unique professional development opportunity offers a platform to meet and interact with experienced Project Managers, colleagues and peers to share ideas and discuss various opportunities. Participants will also be given hands-on exposure to a real-life PMO/P3O tool, in order to broaden their horizons on the alternatives available in this ever-changing world of Portfolio-Programme-Project Management.

### Our Unique Offering

Standard PM Training Areas	Value Added Elements
Integration Management	< > Interpersonal Skills
Scope Management	< > Organisational Environment
Time Management	< > Client Environment
Cost Management	< > Complex Projects
Quality Management	< > Computer-based Assessment
Human Resources Management	< > 1-to-1 Review & Coaching
Communications Management	< > Group Work
Risk Management	< > Case Study***
Procurement Management	< > Coursework
Stakeholder Management	< > Motivational/Reflection session

\*\*\* Notes to participants: Please bring along the project details (scope, timeline, cost, deliverables, quality plans, risk mitigation plans, communication plans, HR plans, etc) of the project you intend to base your case study on.

#### Case Studies, Coursework & Reviews

During this 5-day intensive course, you will be provided with personalised assessment sessions with the Chief Instructor, who will review and guide you on your case study and coursework.

#### Project Leadership Best Practices

You will also be exposed to the best practices from the lessons learnt from past projects around the world by seasoned Practitioners from the PPM Industry.

#### Group Work

An interesting group work gives fellow participants a golden opportunity to interact and resolve project-oriented challenges as a team. This assignment does not contribute to the assessment.

#### Assessment Mode & Award

As part of the Course Assessment methodology, the participants will be subject to continual intensive exercises and Computer-based training.

Upon completion of the course, the participants will be awarded an Attendance Certificate during the course wrap-up session. A personalized Individual Assessment Profile will also be given to assist attendees who wish to pursue further international certification such as the PMP certification.

#### Personal Leadership

The Project Manager is the CEO of a project. Project Manage-

ment is about people, people and people. This intensive course will prepare you for the following:

- < Understanding Professionalism: Management v/s Leadership
- < Importance of Governance, Risk & Compliance (GRC) & Win-Win Relationship Management
- < The Art of Leadership & Making Things Happen
- < People Management: Turning Ripples into Tidal Waves
- < Time Management: Doing More with Less.

#### Introduction to a World-class PM Tool

Project Managers will be introduced to the Leading PMO Tools and will have an opportunity to have direct hands-on experience on a PMO Tool to automate, organise, schedule and provide control of the project management processes:

- < Project Management Planning
- < Scope / Deliverable Tracking
- < Cost, Time & Resource Tracking
- < Quality & Risk Management
- < Core Competency & Appraisal Tacking
- < Communications and Progress & Earned Value Reporting.





# What Our PIKOM PLC Leaders Have To Say...

■ Ms. Grace Lee

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A fellow PIKOM PLC and a friend of mine recommended me to participate this training. It really went beyond my expectation. I am really grateful to the Chief Instructor and the people I met in this class for sharing all the real life scenarios as lesson learned...

**Wong Chee Wai, PMP**  
Head, Prog Management Office  
Smart Consult Solutions Sdn Bhd



PIKOM PLC did meet all my expectation. From the PLC, I learned how to apply leadership through 10 PMP knowledge areas. Honestly this training course is really a commando training for the leaders to be. I haven't work so hard continuous for 5 days, with only less than 10 hours sleep. All of the time and effort put in were worth it, to be certified ...

**Adrian Ong Kah Hin, PMP**  
Project Manager  
Hitachi eBworx Sdn Bhd



PIKOM PLC has provided me an experience of both stressful and enjoyable training that I ever had. It actually exceed what I expected. Initially I was here to refresh my knowledge in project management. But it is a very inspiring course. I will definitely share this experience with my colleagues and my children ...

**Hor Jee Jinn, PMP**  
Senior Project Manager  
QR Retail Automation (Asia) Sdn Bhd



I was truly impressed by the knowledge and skills being demonstrated by the Chief Instructor to be able to lead all the PLC attendees in such a short time. It is a gift to be trained in this PIKOM PLC course. And I couldn't find any other courses that can be better than this. ...

**Khor Chun Keat, PMP**  
Service Delivery Consultant  
Hewlett-Packard Multimedia



The PLC is a very interesting and beneficial bootcamp, one that I will always cherish. Over the week, I have acquired a lot of best practices and techniques in addition to impactful moments interacting with fellow colleagues. I recommend PLC to leaders who aspire for greater career heights ....

**Sharifah Marina Syed Mansor**  
AVP II – PMO Enterprise Collaboration  
Sime Darby Bhd



It was a worthy investment as the course tested your capability and experience level with the application of all the 9 knowledge areas. The course had helped identify the gaps. The course had assisted me in putting more structure and cohesiveness to my work. I was inspired by the Industry Guest Speakers...

**Zaitulamrah Aman**  
Head, Service Fulfillment Management  
Jaring Communications Sdn Bhd



Towards the end, I think I know what my boss was trying to do. Now through PIKOM PLC I see things positively and in the end the negative values that I perceived have disappeared. And through hardship I have gained precious experience ...

**Mohamed Fauzi Emby**  
Vice President  
Bank Simpanan Nasional



I have never been to any training course such as PIKOM PLC. But I really do enjoy it and have learned a lot. To me, definitely with such useful knowledge & experience. I can share it to my staff and my family ...

**Mohd Norazhar Sulaiman**  
Assistant General Manager  
TELEKOM Malaysia Bhd



I was not sure what I expect to learn but I know now that I have made a lot of mistakes in the last 2 years after this 5 days course. I will apply the techniques that I have learnt and not to repeat the mistake. Hope to apply the technique on what I have learnt to the organization...

**Cheah Ai Leng**  
Project Manager  
Microlink Systems Sdn Bhd



The PIKOM PLC is an extraordinary course on the essence of leadership. It has given me a new perspective of learning while being forced out of my comfort zone. The unique shock-and-awe course delivery approach makes learning a wonderful & inspiring experience through an impactful combination of formal, social and experiential approach. A must-attend for leaders who wish to climb the next S-curve of excellence ...

**Chan Toh Yen**  
Head, Project Dev & Delivery  
Petronas ICT Sdn Bhd



# What Our PIKOM PLC Leaders Have To Say...

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The 5-day PLC bootcamp is a priceless experience. I can truthfully say I am now able to walk my talk with more confidence. I definitely look forward to practising the skills socially and at workplace. The course delivery is very knowledgeably executed with an immense wealth of experience shared. I would definitely recommend this course to all

**Clotilda Chan Ngui Nyok**  
VP (Project Manager)  
CIMB Bank Bhd



PIKOM PLC is a lifetime experience for us all. Not only can we practice it in our career. We can relate it into our life as well. Like I was stirred by the Chief Instructor's motivation and given my 120% effort to complete the Coursework...

**Sanisah Jaffar**  
Project Manager  
Employees Provident Fund



PIKOM PLC has met my high expectation of the course. The course was presented in a fun, exciting and intuitive way. I hope to practise what is learned in this course ...

**Alvin Goh**  
Senior Associate  
KPMG Business Advisory Sdn Bhd



Initially I thought PIKOM PLC is just a regular training but I am surprised with the exam and course work given on the first day. However, I have learned a lot from this course and I am committed to practise it ...

**Mohd Hamidi Mohd Aris**  
Manager  
PERNEC Paypoint Sdn Bhd



The PIKOM PLC is a game changer for both personal and career life. My initial intention is to collect the 45 PDUs but now I possessed more beyond PDUs - Perseverance, Desire & Unification. Muchas gracias to the Chief Instructor, I will remember you for the longest period of my life. I encourage all to attend and benefit from this wonderful, game-changing journey yourselves ...

**Sri Ram Ragavan, PMP**  
Senior IT Manager  
Bahru Stainless Sdn Bhd



One thing for sure, the PIKOM PLC is much more stressful than the usual projects' stress. But the outcome is good, I will use the method and approach learnt in my work place ...

**Kevin Seng Sheng Yeow**  
Manager, IT Services  
Star Publications (M) Bhd



I have not been exposed to Project Management before. I hope to apply the 9 key areas to future projects. This course has given me a new perspective of Project Management...

**Rosimah Halim**  
Senior System Analyst  
PERKESO



My boss sent me to PIKOM PLC as a reward after a stressful project. True to PIKOM PLC known standing, it is not a course where you relax but where you acquire a lot of practical experience sharing and with exams till the last day. Now I knew how to right the wrong practices that were done before I attended this course ...

**Justin Ng**  
Manager, Implementation  
Datamation (M) Sdn Bhd



PIKOM PLC is about leadership and it is very different. Every aspect is tough but then life is tough. The end justifies the means. Have benefited a lot from this course and will implement in personal life and work...

**Chris Irikefe Saigbe**  
Senior Life Underwriter  
African Reinsurance Corporation



PIKOM PLC is a sharing of knowledge. I have learnt a lot from the experiences and lessons learned that was shared during the industrial speaker session. It really present the challenges on managing and leading a project and what it takes to deliver it successfully.

**Mohd Saupi Pauzi, PMP**  
Senior Manager, PMO  
MIMOS Bhd



PIKOM PLC has provided more value and knowledges that I expected, particularly the experiences of Chee Peng & IGSS. I have picked up few ideas how to improve my business. Thanks PIKOM PLC!

**Jeremy Tang**  
CEO  
iWOWsoft Sdn Bhd



PIKOM PLC has equipped me with a lot of knowledge and it will take a lot of hard work to apply those techniques. It also has coached me about leadership and that Project Manager should also mentor the team...

**Kamarunizam Ismail**  
Program Manager, PMO  
Bank Islam (M) Bhd



Everything I have learnt here in PIKOM PLC is very important to me. I really treasure that. I will practice it more in my working life. Also, these 5 days is also one of my most memorable moment. Especially the friendship we built here with my course mate ...

**Chee Wai Meng**  
Technical - Division Manager  
Computer Business Solutions Sdn Bhd



PIKOM PLC course is wonderful and excellent. It has stretch me to my limit. I have found what is my limit and the materials are very good...

**Tony Wong**  
General Manager - Group IT  
IGB Corporation Bhd



The PIKOM PLC has prepared me to achieve my goal to be the best Program Manager in 3 years. It has greatly exceeded my expectation as I have also acquired new knowledge in leadership and project management.

**Roslan Agus, PMP**  
IT Project Manager  
Citigroup CTI



The PIKOM PLC is a good course for It is an honor to have attended the PIKOM PLC. The invaluable knowledge & techniques gained are beyond my expectations. It is worth all the pain & challenges encountered as PLC transforms me into a better leader, one with high quality of leadership value. A must-attend for those who wish to be excellent leaders ...

**Haslinda Tawyer**  
IT Project Manager  
Lembaga Hasil Dalam Negeri



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The PIKOM PLC is an excellent 5-day commando training. It made me realise and unlock the inherent potential within me. The course is beneficial in so many aspects of my daily life. Through the intensity of the program I have pushed myself, both mentally and physically, beyond my comfort zone. I discovered new capabilities and a new understanding that our entire life is a project that we must pro-actively manage in order to succeed! A must attend for those who seek genuine leadership understanding and practices...

**Charles Mervyn A. Shanmugam**  
Executive - Group IT  
MISC Bhd



It is like riding a perfect storm when you are at the end of the course, where you really appreciate the course intense knowledge transfer and motivated by the leadership sharing part ...

**Shahiruldin Muhamad**  
Manager  
Asian Institute of Finance



It was an eye opening experience for me. A valuable course for professionals that are new to project management or who wish to refresh their knowledge of project management best practices. My only regret is not being aware of this course sooner. PLC is by far, head and shoulders above any training I have attended. Kudos to PIKOM..

**Saiful Afzel Mohd Hakimi**  
Snr Engineer, Tchnology & New Media  
Measat Broadcast Network Systems Sdn Bhd



From asking "What the course has to do with me" at the beginning of the PIKOM PLC course, it has really outshone my doubt enabling me to apply the make things happen techniques and leadership skills to both my personal and professional lives ...

**Charity Kagiri**  
Legal Officer  
Ministry of Information and Communications, Kenya



I had been forewarned that the PIKOM PLC course was tough and intensive. The course's Case Study had forced me to reflect on my past practices and in doing so has improved my PPM understanding tremendously. Will definitely inform the Management on how good the course is ...

**Md Ataul Haque**  
Manager  
Robi Axiata Limited



The PIKOM PLC is one of the most effective experiential learning programs I have been through. Initially over-awed by its deeply simulated formal-social-experiential project-environment learning approach, any lingering doubts were quickly being turned to real-life knowledge-exchanging & enjoyable practical wisdom-sharing. Overall, a most effective program, I will definitely recommend this course to all Project Managers and leaders who wish to climb the next 5-curve of excellence!

**Tho Chee Kin**  
Head of IT  
Edotco Group Sdn Bhd



The PIKOM PLC is an incredibly fulfilling course. Although I frankly did not like the long, sleepless aspects, I found the technical knowledge with humanity elements enticing & enjoyable. The knowledge areas, the people management aspects, the best practices & the emphasis on humility and human goodness make this bootcamp outstanding and fulfilling. A certainly worthwhile course to attend ...

**Kamaliah Anuar**  
Manager, Finance & Asset Mgmt  
Universiti Teknologi PETRONAS



Thank you PIKOM PLC for an unforgettable 5-day Boot Camp. Please know that it has enriched my life, not only professionally but on a personal level as well. May our paths cross again ...

**Zailan Mohamed**  
Project Manager, GCMS, BASEL II  
Malayan Banking Berhad



I am happy to have chosen to attend the PIKOM PLC course among other many PM courses. Project Management is about People Management and I am humbled as this course has truly enlightened me more and will certainly deepen my practice focus ...

**Zainol Zainuddin**  
VP, Project Management Dept.  
Bank Muamalat Malaysia Berhad



It has been a privilege to attend the PIKOM PLC course where one can benchmark against the industry players, learning and sharing without boundaries ...

**Steve Tan Lip Hooi**  
Head of PMO  
e-Genting Holdings Sdn Bhd



I sincerely thank PIKOM PLC for the invaluable coaching and advice during the 5-day of intensive experience sharing. It was very exacting but fun and beneficial at the same time ...

**Elaine Choon Poi Ling**  
Senior Manager, PMO  
Macro Kiosk Bhd



PIKOM PLC has taught me to do things differently. I can now manage them more confidently, thank you for sharing the knowledge ...

**Ros-Azril Ismail**  
Project Manager  
Unijaya Resources Sdn Bhd



PIKOM PLC has pushed me to a higher level of understanding how to get thing done. I hope to apply the skill learned...

**Kenny Wong Hee Choy**  
MIS Assistant Manager  
Pantai Hospital Ipoh (Pantai Holdings Bhd)



This PIKOM PLC was the most challenging and intensive course comparing with all training courses I attended. It is a very special course as people there were coming from different industries and sharing their experiences....

**Zaki Al-Ismail**  
Head, Operations Support  
SABB Takaful (Member HSBC Group)



Despite the high intensity, the PIKOM PLC was far more interesting and insightful than expected, all thanks to the exceptional chief instructor. Gained not only knowledge, extended beyond project management, but also friendships – a fruitful and enriching experience. Definitely worth it!

**Liew Su-Yin**  
Senior Executive  
AmBank (M) Bhd



The PIKOM PLC is a good course for Portfolio/Program/Project Managers to improve their success rate, not only in the professional environment but also in personal life where they can apply the knowledge areas learnt. Even though very tiring, I am happy as I have attended one of the best course ever. Thank you to the Chief Instructor!

**A Ramli Sori**  
Assistant Vice President  
MNRB Holdings Bhd

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PIKOM PLC course is very comprehensive. A highly practical course with real-life scenarios under intense but inspiring settings. It will widen one's vision and mental from many aspects throughout the session...

**Lam Ming Chia**  
Project Manager  
Netinfinium Corporation Sdn Bhd



I am delighted to have accomplished the PIKOM PLC course, knowing the 9+4 knowledge areas has provided me the confidence and leverage to implement future projects more successfully ...

**Mohd Jamrafaeil Nubree**  
Senior Analyst (Decision Support System)  
Lembaga Tabung Haji



Initially, I was expecting to learn some Project Management knowledge. But it turned out that I managed to learn so much more, including the Leadership areas. I really want to thank PIKOM PLC for organizing such an excellent training ...

**Ary Krisnanto**  
Project Manager  
PT Bank Internasional Indonesia



The PIKOM PLC is a one-in-a-million course! Amazingly practical in its enthusiastic delivery, the course intensity will dramatically change how we see and live life altogether! To me, the most thought-provoking takeaway is that LIFE itself, is the biggest and most significant project to manage and this course has proven so impeccably! I highly recommend all to participate as it will invaluable help you to bridge the concept-to-practise divide ...

**Maclen Wong**  
Executive - Group IT  
Sunway Shared Services Center Sdn Bhd



PIKOM PLC has enriched my PPM knowledge and leader's stewardship ...

**Ng Kai Thim**  
Technical Manager  
INSITE MY Systems Sdn Bhd



After going through this PIKOM PLC course, it made me realize that there are lots of rooms for improvement in all industry and also for self-development. I am able to see things from various perspectives. These 5 days were truly an unforgettable experience to be treasured and great lesson learnt.

**Naresh A/L Kumarasamy**  
QA/QC Manager  
SPC Industries Sdn Bhd



PIKOM PLC enriches me with a different perspective of PM. The 5 days of intense training was beyond my expectation. I like the way the course was delivered, the Interpersonal topic was highly impactful as it touches our daily life, encouraging self reflection and challenges one's norm...

**Nor Aminah Abd Halim**  
Senior Vice President  
Celcom Axiata Bhd



PIKOM PLC is all about the sharing of experiences. I have gained tremendous exposure from the sharing and I will practice the project management skill in my personal and working life...

**Kok Kheong Choon**  
Head of System Information Unit  
HwangDBS Investment Management



Initially, my intention to join this course was to refresh my knowledge in Project Management. However, it has given me more than what I expected. Such as, the importance of Leadership skills that we need to develop which PIKOM PLC shows how to apply the knowledge...

**Eidia Erriany Abdul Rahim, PMP**  
Manager, Corporate Services  
Puncak Semangat Technology Sdn Bhd



PIKOM PLC has provided me more knowledge than I expected. I am proud to be selected and managed to go through the challenges in the course assignments. With the knowledge gained I hope to implement it at the work place and in my personal life.

**Raja Zamzam Halina**  
AmBank (M) Bhd



PIKOM PLC has been very helpful for me. It will be a great help to my future projects. And the wonderful things is the valuable sharing of leadership skills and experience to pursuing my career...

**Rafidah Nor Hanipah**  
Process Improvement Lead  
BP Asia Business Service Center Sdn Bhd



I think I'm the first one here to mentioned I called up and complained to my Boss "why send me to PIKOM PLC". But the key thing that I learned from here is the ability of Not Giving Up. Although it is tough, you just need to Do it ...

**Jason Yap**  
Project Manager  
Cuscapi Bhd



I will surely apply all the concepts that I have learned during this intensive PIKOM PLC. Learning is a continuous process. Will encourage more people to come for this dynamic course to enhance their knowledge, skills and attitude...

**Omraj Saraye**  
Manager  
Mauritius Institute of Education



PIKOM PLC has met my expectation. This course is not about Project Management theory but it was delivered by sharing of knowledge via real experience scenarios explanation. I am particularly interested on the People Management topic.

**Norikma Ilias**  
Head of PMO  
Heitech Padu Berhad



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I come with an open mind to learn. PIKOM PLC is not about how you do your projects but more towards leadership. Through this course, I realized that we should know our people and know how we to lead them for us to achieve a better result ...

**Teh Teong Soon**  
Senior Manager - Infrastructure Services  
PAN Malaysian Pools Sdn Bhd



PIKOM PLC has really "wake" me up. Never realized that I have actually missed out so many things that I didn't practice them in my career. It is really a great real life experience that you can never learn from just the book alone ...

**Goi Lai Yoong**  
Project Manager  
Cyber-Village Sdn Bhd



What happened to me during the 5 days PIKOM PLC course was really like a commando training. I'm very impressed with the Chief Instructor's discipline and dedication towards the training...

**Kelly Lai Nee Len**  
Executive Manager  
Zurich Insurance Malaysia Bhd



Considerable time was spent on people and leadership issues and this helps with having a bigger appreciations on the "softer" side of things. The course also breaks down people's egos and I appreciate the method of teaching ...

**Sivashankaran Thangavelu**  
Assistant VP, Change Delivery  
HSBC Electronic Data Processing (Malaysia) Sdn Bhd



PIKOM PLC exceeds my expectations. The knowledge being taught here was very helpful for my day to day life. I will certainly shared the good advices and all the valuable information that I have learned. It is the best course that I have ever attended ...

**Wong Nyuk Lan**  
Vice-President, Services and Support  
BASS Sdn Bhd



Initially, I came for the People Management & Leadership skills. I ended up learning a lot more. It tells us the type of leaders we are and who we are through values that we believe in. It pushes our limits further. I believe PIKOM PLC is a must experience for everyone ...

**Siti Hajar Abdul Hamid, PMP**  
Project Manager  
Mesiniaga Bhd



I am surprise to myself how far I be pushed to realized my potential in this PIKOM PLC course. I will apply all that I have learnt to my organization ...

**Rozita Radzuan**  
Senior IT Consultant  
eNCoral Digital Solutions Sdn Bhd



It has exceeded my expectation. It was a shocking experience at first. I then realized that I have the push to drive myself further ...

**Abdul Halim Johar**  
Senior Manager - Information Technology  
Utusan Melayu (M) Bhd



It has been a mind changing session for me. I think I have reached my threshold and now I know I can go beyond to next level of leadership ...

**Adi Amir Abdul Aziz**  
Project Manager  
Strateq Global Services



I find this PIKOM PLC course very tough initially. However, I gained a lot of knowledge which is not limited to leadership in project management but also apply to real life circumstances. I must learn to change within myself...

**Lee Jen Ling**  
Project Manager  
DKSH Corporate Shared Services Center Sdn Bhd



The PIKOM PLC is an impactful yet culture-shocking at the same time. PLC tells it as it is to your face and makes no apologies for it. This course leaves you wondering about what you have done with your life thus far and what you have been missing out. The course's formal-social-experiential delivery is unique & highly interactive, uplifting one's leadership skills ... a must-attend for all!

**Andy Seow Hon Wah, PMP**  
Vice President  
RHB Group



First day very challenge, Second day very challenge, Third day very stress, Forth day numb already. Fifth can relax ...

**Foo Voon Feen**  
Senior Manager, Implementation  
Fidelity National Information Services



I was looking for new approaches which I mentioned on the first day. And I think I found it. To me, certification is a bonus. The 5 days PIKOM PLC training is really robust ...

**Andrew Kek, PRINCE2® Practitioner**  
Regional Implementation Manager  
Getronics Solutions (M) Sdn Bhd



I learnt a lot from this course. It woke me up to the possibilities offered from opportunities in ones life and career ...

**Gan Li Fern**  
Business Process Analyst, IT Division  
Konsortium Logistik Bhd



# What Our PIKOM PLC Leaders Have To Say...

■ Ms. Grace Lee  
■ training@pikom.org.my

■ Tel: (603) 4065 0078  
■ Fax: (603) 4065 0079

■ www.pikom.org.my  
■ PIKOM, The National ICT Association of Malaysia



What PIKOM PLC has offered was beyond my expectations. The Chief instructor has also shared some of his real life experience which is priceless to us. I will put these best practices to good use for myself and in my organization ...

**Shahazana Shaari**  
Head ICT Services  
SME Bank Berhad



PIKOM PLC is totally beyond any normal project management training I had. Not just learning how to solve issues. What I love the most is how to remove your own limitation. I like the hands on session of how to handle a PMIS. I also enjoy the knowledge sharing by IGS. This course is totally worth it ...

**Percy Carbella**  
Managing Consultant  
Vantage Point



PIKOM PLC really went beyond my expectation. It is not like any of those ordinary training course out there. I think it is worth sacrificing 5 days of family time or work just to attend this training ...

**Harold Chin Chee Choong, PMP**  
Senior Manager  
Silverlake Sprints Sdn Bhd



This course has given me a lot of thoughts. Apart from the 9 knowledge areas about Project Management. PIKOM PLC has also taught me about interpersonal skills. It really has helped me to step out of my comfort zone..

**Tee Bee Lay**  
Senior Business Process Control Engineer  
N2N Connect Berhad



I have learned a great deal from PIKOM PLC. Such as theories of the 9 Project Management areas. But most importantly it challenged me to continue further and beyond. For that I believe the lessons don't just stop here ...

**Chew Wai Seong**  
Lecturer  
KDU University College



I have attended Project Management trainings. But PIKOM PLC is very different from what I have attended before. Industry Guest Speakers, Fellow participants & Chief Instructor shared their real life experiences during the course. I managed to learn a few key lessons that will benefit the rest of my life ...

**Lim Tiong Seng (Zen), PMP,**  
*PRINCE2® Practitioner*  
T-Systems Malaysia Sdn Bhd



After going through this PIKOM PLC training, I am changed. Not in a thousand years would I have imagined that I can survive without having more than 12 hours of sleep in 5 days. I believe this course is what we call The Classroom of Life. It really touched me and if I can bring back the same thing to my students, I believe I can change the world ...

**Dr. Fawnizu Azmadi Hussin**  
Senior Lecturer  
Universiti Teknologi PETRONAS



I think PIKOM PLC gave me a lot of reflections. The case study and self assessment somehow represent a turning point in life. A lot of great leaders also made the most crucial decisions right this point of time. This course really brought you back to the memory lane of hardship ...

**Tan Kuo Chuen**  
Deputy GM  
Winsheng Plastic Industry



I think PIKOM PLC is a good guideline towards leadership. It puts us in a position to better understand it is not an easy task. But if we put in extra effort we can definitely achieve it. The challenge is how much of these can we put into practical use. I believe It is something worth experimenting ...

**Saraswathy Sarangapany**  
Head of Operations  
AETINS Sdn Bhd



The course pulled me out of my comfort zone. I learned a lot within these 5 days. It helps me to rethink what I want to achieve in my working life...

**Soh Wee Hian**  
Manager-ICT  
Sin Chew Media Corp Bhd



The Chief Instructor has demonstrated to us how to walk the talk. Being consistent with one's word showing throughout the whole training. PIKOM PLC has taught me to open my mind. And the most important lesson of all is about the humility ...

**Azlan Rashid**  
Head, IT Service Management  
Affin Bank Bhd



If you asked me did this PIKOM PLC training achieved my original Objectives. My answer is No, Why? Because not only it achieved but it Exceeds my expectations ...

**Mohammad Faisal Ismail, PMP**  
Project Director  
Multimedia Consulting Sdn Bhd



The PIKOM PLC leadership course has gone beyond my expectations. A 2-way bootcamp, it is motivational and leadership-inspiring. Undoubtedly a tough course, it greatly enlightens us on the Golden Rules of a leader and helps us see light at the end of the tunnel ...

**Kee Pek Mooi, PMP**  
Vice President  
RHB Group



The PIKOM PLC is arguably the toughest yet the most enjoyable training I ever have in the first 30 years of my life. I have not only learned more about project, but also leadership and life itself. The formal, social & experiential learning approach is awesome and fun. Will certainly recommend my friends and business associates around Asia to attend ...

**Alan Tay Hun Loon, PMP**  
Assistant Manager  
Securemetric Technology Sdn Bhd

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The PIKOM PLC allows one to discover the elephant in the room. The 5-day session offers plenty of opportunities to acquire 10+4 knowledge areas, techniques & best practices in an almost near-real working environment where you are challenged to be THE leader to give the best results and the best performance. I will certainly recommend this course to others ...

**Zaini Alawiah Sulaiman, PRINCE2® Practitioner**  
Manager  
Fraser & Neave Holdings Bhd



On the first day of PIKOM PLC. I said I was here to identify my shortcomings and hope to see how I can go from there. Honestly, I have become a different person after going through this 5 days of training. I learned how to be focused in my action which can contribute to the results I wanted. The training offered a unique opportunity to broaden my understanding and knowledge which are invaluable, both for my career and life. Thank you PIKOM PLC ...

**K. M. Anuharan Kathegesen**  
IT Project Manager  
Allianz General Insurance Co (M) Bhd



I registered for the PIKOM PLC training as 45 PDUs were offered for my PMP license renewal. By the end of this training, I returned home with a lot more than just 45 PDU points. This course has helped me to view leadership, work and personal life in a structured manner which is highly applicable for real life, day to day situations. This course is about the people and leadership aspect of Project Management using PMI's PMP as core techniques. The Chief Instructor is a good, strong trainer that emphasizes on moral values and humility

**Athi Narayan, PMP**  
Key Account Manager  
Smart Consult Solutions Sdn Bhd



The PIKOM PLC commando training is no less the same wonderful journey as with my Mount Kinabalu expedition; now that I am at the summit of the PIKOM PLC, I felt so good, and that it was a very amazing journey, and everybody should at least try it once in his or her life time. Personally and professionally, I believe that every leaders especially project/program/portfolio leaders/managers should attend this course. It would definitely guide and motivate you to do and be better professionally and personally ...

**Zalani Mohamad, PMP**  
Senior Manager, Information Technology  
Syarikat Takaful Malaysia Bhd



The PIKOM PLC is an eye-opener – it guides us on how to tackle project management from leadership point of view, which is important for up and coming leaders to know. On top of that, it also instills humanized values & great wisdom in all of the participants. This course is guaranteed to leave the participants a little wiser...

**Hazlinamuliati Abdul Hamid**  
Manager (Geospatial Solution Development)  
Tenaga Nasional Bhd



I made the right decision to attend the PIKOM PLC course. It is directly relevant to my work and has given me abundance of techniques, templates, samples & knowledge. While certainly met my objectives & expectations, I am afraid to leave this Leadership Lab as leaving on the last day of the course brings the realization of having to walk-the-talk and implement them in my organization. A must-attend course with lots of practical sharing and emphasis on people management and the 10 areas of knowledge of PMBOK....

**Tuan Haji Osman Bin Ismail**  
Vice President  
PNB



PIKOM PLC is a thoroughly challenging and fruitful bootcamp. The course involves a lot of self-discipline that actually works out in a positive way in the end. I am thankful for this enriching experience ...

**Mohammad Sidek Abdul Karim**  
Senior Executive  
Sime Darby Holdings Bhd



The PIKOM PLC gives new experience on life values. This tough but practical course imparts continuous sharing of knowledge, techniques & best practices. I will certainly recommend others to attend ...

**Pauline Teoh**  
HR Manager  
Eastern & Oriental Bhd



PIKOM PLC has proven to be the stepping stone for me to be a better leader. This exceptional training that does not just cover the technical skillsets of Project Management but also emphasizes on the all-important differentiator: self-management ...

**Goh Ling Ying**  
Assistant Manager  
TC iTech Sdn Bhd



The PIKOM PLC is a very intensive leader's leadership course. Although I was immensely stretched and stressed, I am grateful for having attended this training as the knowledge & techniques acquired in the 5 days are truly without comparison. An invaluable course for all!

**Choo Pei Shang, PRINCE2® Practitioner**  
Manager  
Sunway Shared Services Sdn Bhd



After going through PIKOM PLC. I want to learn further more on the leadership skills. Which is very important to manage my team.

**Abu Yazid Abu Husin**  
Project Manager  
Heitech Padu Berhad



PIKOM PLC has totally changed my expectations. At first, I only hoped to do my best and get certified. But I soon realized how intense it was. Still, I really enjoyed the session that I had with the course mates. Especially during the Group work session and to learn from everyone here.

**Dawn Chan Oy Lye**  
Manager  
Celcom Axiata Berhad



# PIKOM PLC Supporters & Track Record

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## PIKOM PLC Supporters



## Track Record of PIKOM PLC

PLC Session	Training Date	PLC Session	Training Date
1 <sup>st</sup> PIKOM PLC	26-30 Apr 2010	13 <sup>th</sup> PIKOM PLC	8-12 Apr 2013
2 <sup>nd</sup> PIKOM PLC	19-23 Jul 2010	14 <sup>th</sup> PIKOM PLC	1-5 Jul 2013
3 <sup>rd</sup> PIKOM PLC	11-15 Oct 2010	15 <sup>th</sup> PIKOM PLC	7-11 Oct 2013
4 <sup>th</sup> PIKOM PLC	17-21 Jan 2011	16 <sup>th</sup> PIKOM PLC	20-24 Jan 2014
5 <sup>th</sup> PIKOM PLC	11-15 Apr 2011	17 <sup>th</sup> PIKOM PLC	7-11 Apr 2014
6 <sup>th</sup> PIKOM PLC	4-8 Jul 2011	18 <sup>th</sup> PIKOM PLC	24-28 Dec 2014
7 <sup>th</sup> PIKOM PLC	3-7 Oct 2011	19 <sup>th</sup> PIKOM PLC	19-23 Jan 2015
8 <sup>th</sup> PIKOM PLC	9-13 Jan 2012	20 <sup>th</sup> PIKOM PLC	13-17 Apr 2015
9 <sup>th</sup> PIKOM PLC	9-13 April 2012	21 <sup>st</sup> PIKOM PLC	1-5 Jun 2015
10 <sup>th</sup> PIKOM PLC	2-6 July 2012	22 <sup>nd</sup> PIKOM PLC	28Sep-20Oct 2015
11 <sup>th</sup> PIKOM PLC	1-5 Oct 2012	23 <sup>rd</sup> PIKOM PLC	18-22 Jan 2016
12 <sup>th</sup> PIKOM PLC	21-25 Jan 2013	24 <sup>th</sup> PIKOM PLC	18-22 Apr 2016



**PIKOM**

**Team SYNthesis**



# PLC Around the World

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**Be part of the international network of PLC Warriors, across 63 countries:**



## Who have benefited?



# A new class of project managers emerging

by Karamjit Singh

It is a sign of the increasingly important role IT plays and its shift in the organisational matrix from cost centre to profit-enabling unit, the CIO chapter of Pikom established a unique Project Leadership Certification (PLC) programme in April 2010. The emphasis is on leadership and communications as IT practitioners today need to be as good in soft skills and EQ (emotional intelligence) as core technical expertise. The domain of the IT department is now cross-functional and the IT geek of yesteryear is being replaced with the tech-savvy, business-aware professional.

No one is more aware of this shift than Pikom, which in May 2009 established a CIO Chapter. Set up to be a stage for sharing experiences and knowledge related to technology and management, the aim is to enable Pikom members to learn from each other and enhance the development of the ICT sector in Malaysia.

The CIO Chapter chairman is Andy Tan. As the CIO of EPF, Tan is not only keenly aware of how technology can both solve and enhance business

processes but also the important role management and leadership play in the success of IT professionals. So, it is no surprise when he says the CIO Chapter came about because he and some Pikom members saw a gap in the market, specifically in certifying ICT professionals. "We thought that

with Pikom representing the IT vendors and service providers and the CIO Chapter representing the major users, together, we would be the ideal body to come up with a certification for the industry. We saw the void and are filling it."

Pikom felt there was a need for a specialised certification, for, while the industry has globally accepted standards such as PMI and Prince 2 (an European-based standard), they are very academic and examination-based.

"Our PLC puts participants through a very intensive five-day drill to not only make them knowledgeable about what project management is about but also to empower them with the required leadership skills to build high-performance teams that can achieve the desired results," says Tan. (See table)

With five PLC programmes already

Topic	PLC	PMI	Prince 2
Integration Management	✓	✓	✓
Scope Management	✓	✓	✓
Time Management	✓	✓	✓
Cost Management	✓	✓	✓
Quality Management	✓	✓	✓
HR Management	✓	✓	✗
Communication Management	✓	✓	✓
Risk Management	✓	✓	✓
Procurement Management	✓	✓	✗
Interpersonal Skills	✓	✗	✗
Organizational Environment	✓	✗	✗
Client Environment	✓	✗	✗
Complex Projects	✓	✗	✗
Leadership Topics:			
• Understanding Professionalism: Management vs. Leadership	✓	✗	✗
• Importance of Governance, Compliance & Win-Win Relationship Management	✓	✗	✗
• The Art of Leadership & Making Things Happen	✓	✗	✗
• People Management: Turning Ripples into Tidal Waves	✓	✗	✗
• Time Management: Doing More with Less	✓	✗	✗
PM Experience (Case Study)	✓	✗	✗

conducted and 90 of the 109 participants passing, the programme has received the thumbs up from participants. Among them was Ng Kim Hoe, business solution manager with Malaysian Airline System Bhd. He had expected it to be just another standard PMP training session which covered all the chapters. "But, at the end of the programme, I realised I had just completed a PMP boot camp where we easily spent more than eight hours a day in class," he says. On some days,

he reveals, participants even stayed up past midnight.

He finds the programme unique as only 20% focuses on the PMP chapters and theories. The remaining 80% is on practical activities. Industry speakers shared their knowledge with participants on practical case studies, which "not only kept us awake all night after class, but also challenged our knowledge, experiences and ethics when dealing with delicate situations," he adds. Ng cautions however

that the PLC is designed to challenge experienced project managers and may not be suitable for those with less experience.

Another participant was Badrul Hisham, manager, Project Management & Solution Marketing Division, Mesiniaga. He characterises the PLC as "sharpening up" participants to become both "book smart and street smart." "There are many project managers. The challenge today is to produce or find a project leader. We at Mesiniaga believe that project management is all about the customer experience and how they experience our service. We like this Pikom initiative and believe it supports the national agenda too," he says. Mesiniaga aims to send all 30 of its project managers to get the PLC certification and become the first systems integrator in Malaysia to be fully certified by Pikom.

Tan is naturally pleased with such feedback as the aim of Pikom is to establish the PLC to become a respected benchmark so that companies can differentiate between different levels of project managers and pick the right person for a project. This is why Pikom has created three levels of PLC graduates — senior PLC, regular PLC and associate PLC.

Two more PLC programmes have been scheduled for this year — from July 4 to 8 and Oct 3 to 7.

TOPIC	PLC	PMP	PRINCE2
Integration Management	✓	✓	✓
Scope Management	✓	✓	✓
Time Management	✓	✓	✓
Cost Management	✓	✓	✓
Quality Management	✓	✓	✓
HR Management	✓	✓	✓
Communication Management	✓	✓	✓
Risk Management	✓	✓	✓
Procurement Management	✓	✓	✗
Stakeholder Management	✓	✓	✓
Interpersonal Skills	✓	✓	✗
Organization Environment	✓	✗	✗
Client Environment	✓	✗	✗
Complex Projects	✓	✗	✗
Leadership Topics:			
• Understanding Professionalism: Management vs. Leadership	✓	✗	✗
• Importance of Governance, Compliance & Win-Win Relationship Management	✓	✗	✗
• The Art of Leadership & Making Things Happen	✓	✗	✗
• People Management: Turning Ripples into Tidal Waves	✓	✗	✗
• Time Management: Doing More with Less	✓	✗	✗
PM Experience (Case Study)	✓	✗	✗

# 5-Day PIKOM PLC Training Agenda

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## DAY ONE - Monday (08:30 -19:00)

- <Opening by the Chairman, PIKOM
- <Project Leadership Overall Concepts, Key Areas & PMO Tool
- <Detail 4 Key Areas & Related Best Practices (First 4)
  - <Integration Management
  - <Scope Management
  - <Time Management
  - <Cost Management
- <Understanding Professionalism: Management vs. Leadership
- <Revision 1

- <Course Work 1 + Computer Based Training (CBT) 1 + PMO Tool
  - <Lifecycle Management
  - <Project & Client Info Setup
  - <Project Staffing
  - <Project Schedule
  - <Project Management (issue, Risk, Problem Log, Estimate, Change Request)
- <Industry Guest Speaker 1
- <Case Study Preparation

## DAY TWO - Tuesday (08:30 -19:00)

- <Detail Next 6 Key Areas & Related Best Practices (Next 6)
  - <Quality Management
  - <HR Management
  - <Communications Management
  - <Risk Management
  - <Procurement Management
  - <Stakeholder Management
- <Importance of Governance, Compliance & Win-Win Relationship Management

- <Revision 2
- <Course Work 2 + CBT 2 + PMO Tool
  - <To do list
  - <Work Progress Report
  - <Manage Lifecycle Deliverables
  - <Project Finance (Budget & PR)
  - <Monitor Project Metrics & Reports
- <Industry Guest Speaker 2
- <Case Study Finalization

## DAY THREE - Wednesday (08:30 -19:00)

- <Detail Next 4 Key Areas & Related Best Practices (Final 14)
  - <Interpersonal
  - <Organizational Environment
  - <Client/Customer Environment
  - <Managing Complex Projects
- <The Art of Leadership & Making Things Happen

- <Revision 3
- <CBT 3 + PMO Tool
- <Industry Guest Speaker 3
- <Initial One-to-One Reviews
- <Case Study Submission

## DAY FOUR - Thursday (08:30 -20:00)

- <Team-based Project Work 1
- <People Management: Turning Ripples into Tidal Waves

- <Revision 4
- <CBT 4 + PMO Tool
- <Team-based Project Work 2
- <Industry Guest Speaker 4
- <Team-based Project Work 3

## DAY FIVE - Friday (08:30 -16:00)

- <Team-based Project Work 4 + PMO Tool
- <Time Management: Doing More with Less
- <Industry Guest Speaker 5
- <Award Ceremony & Closing

- <Final One-to-One Reviews

**NOTE:** Should there be any public holiday, the ensuing Saturday will be used as contingency replacement.

## ENQUIRIES & REGISTRATION

**Registration deadline: Monday, 11 July 2016**

PIKOM, The National ICT Association of Malaysia

Contact Person: Ms Grace Lee

Email: training@pikom.org.my

General Tel: (603) 4065 0078 General Fax: (603) 4065 0079





# PIKOM PLC Individual Registration Form Current & Advanced Booking



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## PARTICIPANT DETAILS

Title (Mr / Mrs / Ms): \_\_\_\_\_  
Family Name (Surname): \_\_\_\_\_  
First Name: \_\_\_\_\_  
Email Address: \_\_\_\_\_  
Date of Birth: \_\_/\_\_/\_\_\_\_ (DD/MM/YYYY)  
Mobile Number: \_\_\_\_\_  
Company / Organisation : \_\_\_\_\_  
Designation: \_\_\_\_\_  
Address: \_\_\_\_\_  
\_\_\_\_\_  
Postcode: \_\_\_\_\_ City/State: \_\_\_\_\_  
Office Tel: \_\_\_\_\_ Office Fax: \_\_\_\_\_  
\_\_\_\_\_  
Date: \_\_\_\_\_ Signature: \_\_\_\_\_

## PROFESSIONAL BACKGROUND

Qualifications: \_\_\_\_\_  
Years of Working Experience: \_\_\_\_\_ Years in Project Management: \_\_\_\_\_  
Years as officially-designated Project Manager Roles: \_\_\_\_\_  
Professional Project Management Membership: \_\_\_\_\_ (eg. PMI)

## ADDITIONAL INFORMATION

Have you attended any Project Management Training before? YES / NO  
Are you PMP-certified? YES / NO  
PIKOM Member: YES / NO

## PIKOM PLC SESSION DATES

Please tick the session date for registration:

- ☐ 25<sup>th</sup> PIKOM PLC: 18-22 July 2016  
☐ 26<sup>th</sup> PIKOM PLC: 26-30 September 2016  
☐ 27<sup>th</sup> PIKOM PLC: 16-20 January 2017

## VENUE & ACCOMODATION

PIKOM Training Centre @ E1, Empire Damansara, Ground Flr.  
No.2, Jalan PJU 8/8A, Damansara Perdana,  
47820 Petaling Jaya, Selangor Darul Ehsan. Malaysia  
**\*\*The organizers reserve the rights to change the venue at their discretion.**

Accommodation and travel costs are not included in the registration fee.  
Please contact PIKOM should you need further details on accommodation.

## PARTICIPATION FEE [NORMAL RATE: RM5,000]

- ☐ Local Registration: RM3990.00+6% GST (after rebate)  
☐ Foreign Registration: USD2,000+6% GST (after rebate)

## REGISTRATION

Registered by: \_\_\_\_\_  
Designation: \_\_\_\_\_  
Contact Number: \_\_\_\_\_  
Email Address: \_\_\_\_\_

## BILLING DETAILS

Invoice attention to: \_\_\_\_\_  
GST Reg No: \_\_\_\_\_  
Designation: \_\_\_\_\_  
Contact Number: \_\_\_\_\_  
Billing Address: \_\_\_\_\_  
\_\_\_\_\_  
Email Address: \_\_\_\_\_

Please **invoice** my company/organisation and payment will be made **prior** to the start of the Course.

## PAYMENT METHOD

Please tick where applicable:-

- ☐ Cheque made in favour of 'PIKOM'  
☐ Online Wire Transfer (T/T)  
☐ Credit Card Payment (please contact PIKOM for the Credit Card Authorisation Form)

## CONFIRMATION

- Registration is on a first-come-first-served basis.
- To confirm your registration(s), all registration form(s) must be accompanied with a **Letter of Undertaking (LoU)** on company's letterhead.

## ENQUIRIES & REGISTRATION

PIKOM, The National ICT Association of Malaysia  
Contact Person: Ms Grace Lee  
Email: training@pikom.org.my  
E1, Empire Damansara. No.2, Jalan PJU 8/8A,  
Damansara Perdana 47820 Petaling Jaya, Selangor. Malaysia.  
General Tel: (603) 4065 0078  
General Fax: (603) 4065 0079

**[PAYMENT POLICY]** Payment is due in full at the time of registration. Full payment is mandatory for event attendance.

**[CANCELLATIONS & SUBSTITUTIONS]** You may substitute participants at least 5 working days prior to the beginning of the Course. Cancellations will be refunded only if made in writing at least 10 days prior to the beginning of the Course. No refund is given for any late cancellations or for participants who do not show up for the course (no-show). **\*\*The organizers reserve the rights to change the venue at their discretion.**

