

## About the MTR Academy

Backed by over 35 years of experience in advanced railway operations and management in Hong Kong and overseas, the MTR Academy, a wholly owned subsidiary of MTR Corporation Limited, aims to share MTR's competence and experience with railway operators worldwide to pursue a common set of goals for service excellence and sustainable operations.

The mission of the MTR Academy is to train railway talents and develop railway experts and executives with the aim of advancing service and operational excellence of the railway industry worldwide.

The Academy's expert faculty is made up of MTR executives and senior managers. All of them are leaders in railway management and operations in their own areas. Through the provision of executive and professional training services, the MTR Academy will help metro and light railway operators to further develop their talent and organisational capabilities.



## Rail Transit Excellence Community (RTEC)

The Rail Transit Excellence Community aims to be a multi-faceted platform for railway operators of one belt one road countries to network and facilitate collaborative efforts in pursuit of rail transit best practices, management systems and operational excellence.

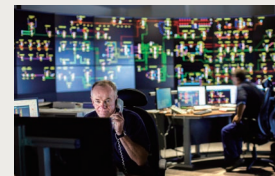
To achieve this goal, the MTR Academy will host the community and co-ordinate activities for its members. Membership is by invitation only.

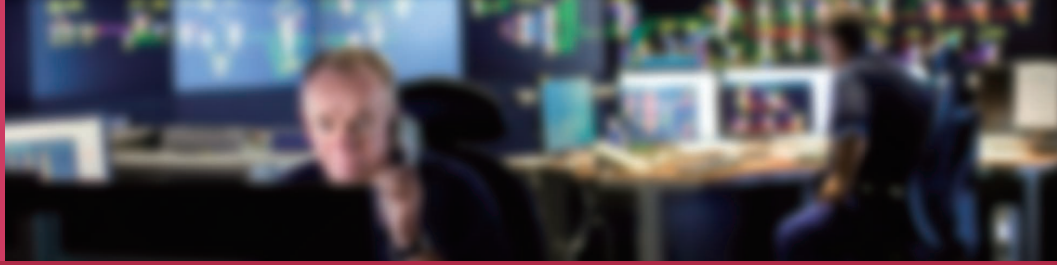
### Centres of Excellence (CoE)

The Community will form Centres of Excellence (CoE) in

- Safety
- Asset Management
- Customer Service
- Systems Engineering
- Operations Training

Each Centre of Excellence will be led by a subject matter expert, seasoned by years of industry practice or by a renowned academic, esteemed for published works in applied research. The Centres exist for the benefit of its members and will feature interactive exchange and learning through training programmes, round table discussions, peer reviews, continuous improvement initiatives benchmarked to industry best practices and applied research studies.





## Activities

RTEC members may expect to be invited to training programmes, round table discussion, peer review, improvement initiatives geared for:

- Setting up a training organization and strategy  
Help set up a fit-for-purpose training system with clearly defined mission, training policy and objectives
- Training plan and implementation  
These involve training needs identification, hierarchical job task analysis, performance standards establishment, training schedule design to maximize training resources.
- Organizing Train-the-trainer  
The Train-the-trainer approach optimizes training effectiveness while minimizing development effort and cost.
- Benchmarking and audits on systems

## Citations from Industry Peers on Events hosted by MTR



*The training program was tailor made for our group of three management staff. The trainers were excellent and we would recommend MTR's training programs to other railway authorities and companies to design to maximize training resources.*

**Metro Rio**, Railway Management Appreciation Training  
(2013)



***Excellent Training.** The training was done in an effective manner, with a mix of classroom training, systems familiarization and visits. The trainers were friendly, approachable and very knowledgeable; I would highly recommend MTR's training courses*

**Macau GIT**, Workshop on Public Relation Management  
in Infrastructure Construction Projects for Macau SAR Government GIT  
(2012)



***Very good courses and well organised** We enrolled 2 courses, viz.: a 3-day middle management training and an 8-week intensive railway appreciation training for 11 managers, they benefited a lot from the training and are now department heads*

**Abu Dhabi DoT**, Middle Management Training  
(2011)



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