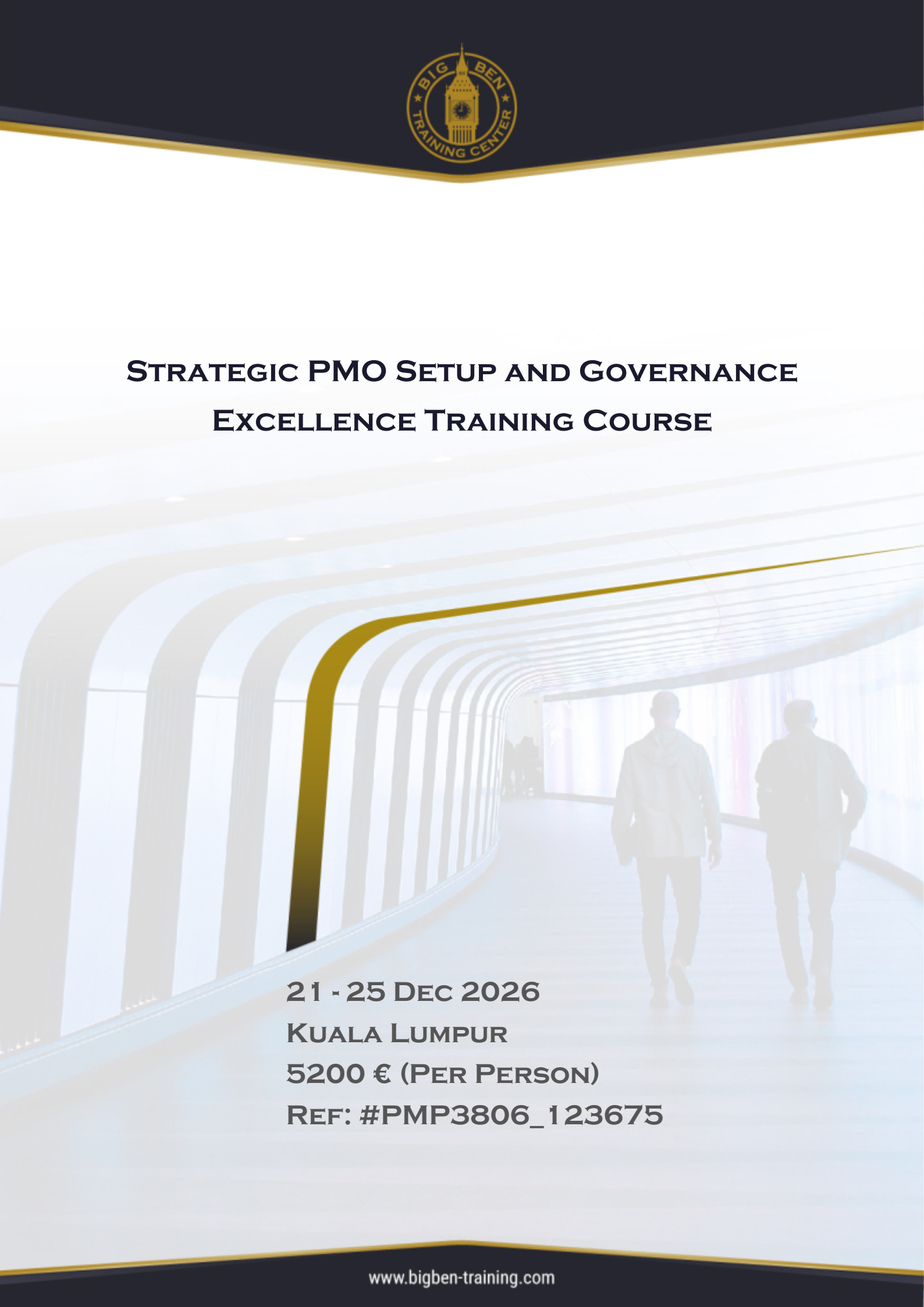
# Strategic PMO Setup and Governance Excellence Training Course



21 - 25 Dec 2026

Kuala Lumpur

5200 € (Per Person)

Ref: #PMP3806_123675

## Course Introduction / Overview:

This intensive training course provides a comprehensive, A-to-Z roadmap for establishing, managing, and elevating a high-impact Project Management Office (PMO). In today's competitive landscape, a PMO must transcend its traditional administrative role to become a strategic business partner that drives organizational value and ensures alignment between project execution and corporate objectives. This program is meticulously designed to equip participants with the practical skills and strategic insights needed to build a PMO from the ground up or to transform an existing one into a center of excellence. Drawing upon industry best practices and the foundational principles articulated by project management thought leaders like Harold Kerzner in his works on project management maturity, the course delves deep into the critical components of PMO setup and governance. Participants will explore how to develop a robust PMO governance framework, define meaningful metrics, and foster a culture of project management excellence. BIG BEN Training Center is proud to offer this course, which bridges the gap between theory and real-world application, ensuring that your PMO becomes a pivotal enabler of strategic success and sustainable growth.

## Target Audience / This training course is suitable for:

- PMO Directors, Managers, and Staff.
- Project, Program, and Portfolio Managers.
- Heads of Departments and Functional Managers.
- Senior Executives and Business Leaders involved in strategic planning.
- Consultants specializing in project management and organizational change.
- Professionals aspiring to a career in PMO leadership.
- Team members involved in establishing a new PMO.

## Target Sectors and Industries:

- Information Technology and Telecommunications.
- Banking, Finance, and Insurance Services.
- Engineering, Construction, and Infrastructure.
- Healthcare and Pharmaceutical.
- Government, Public Sector, and Non-Profit Organizations.
- Manufacturing and Industrial.
- Energy and Utilities.
- Consulting and Professional Services.

## Target Organizations Departments:

- Project Management Office (PMO).
- Information Technology (IT) and Digital Transformation.
- Strategic Planning and Corporate Development.
- Operations and Business Units.
- Research and Development (R&D).
- Finance and Accounting.
- Human Resources (involved in resource management).
- Quality Assurance and Compliance.

## Course Offerings:

By the end of this course, the participants will have able to:

- Develop a compelling business case and charter for a new PMO.
- Design a tailored PMO operating model that fits the organizational culture.
- Establish a robust and practical PMO governance framework.
- Define and implement standardized project management methodologies and processes.
- Create meaningful PMO metrics, KPIs, and value-driven dashboards.
- Master stakeholder engagement and communication strategies for PMO success.
- Implement effective project portfolio management and prioritization techniques.
- Lead PMO-driven change management initiatives across the organization.
- Assess PMO maturity and create a roadmap for continuous improvement.
- Align PMO services and functions with the strategic goals of the business.

## Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, engaging, and application-oriented, ensuring participants can immediately apply their learning in their professional roles. This course moves beyond traditional lectures to create a dynamic learning environment. We utilize a blended approach that includes expert-led presentations on core PMO concepts, in-depth analysis of real-world case studies from various industries, and hands-on workshops where participants will draft key PMO artifacts like charters and governance models. A significant portion of the course is dedicated to collaborative group exercises and facilitated discussions, allowing participants to share experiences, solve complex problems, and learn from their peers. Our experienced instructors provide continuous feedback and guide participants through practical simulations of PMO setup and governance challenges. This immersive approach ensures a deep understanding of the material and builds the confidence needed to lead and manage a successful Project Management Office.

## Course Agenda (Course Units):

### Unit One: Foundations of the Strategic Project Management Office

- The evolution and strategic purpose of the modern PMO.
- Understanding the different types of PMOs (Supportive, Controlling, Directive).
- Defining the PMO's vision, mission, and value proposition.
- Key functions and services of a high-performing PMO.
- Identifying critical success factors for PMO implementation.
- Conducting an organizational readiness assessment for a PMO.
- Aligning the PMO with overall business strategy and objectives.

### Unit Two: Designing and Implementing the PMO

- Developing a phased PMO implementation roadmap.
- Crafting a comprehensive and actionable PMO charter.
- Securing executive sponsorship and stakeholder buy-in.
- Defining PMO roles, responsibilities, and required competencies.
- Designing the PMO organizational structure and reporting lines.
- Developing the initial set of PMO processes and templates.
- Planning the PMO communication and change management strategy.

## Unit Three: Establishing a Robust PMO Governance Framework

- Core principles of effective project and portfolio governance.
- Designing the PMO governance structure, including committees and boards.
- Defining decision-making rights, escalation paths, and authority levels.
- Developing and implementing PMO policies, standards, and procedures.
- Establishing stage-gate reviews and quality assurance checkpoints.
- Managing project intake, selection, and prioritization processes.
- Ensuring compliance with internal and external regulations.

## Unit Four: PMO Operations, Performance, and Value Delivery

- Implementing project portfolio management (PPM) practices.
- Developing and managing a centralized resource management plan.
- Establishing PMO performance metrics and Key Performance Indicators (KPIs).
- Designing and delivering insightful PMO reports and dashboards for stakeholders.
- Facilitating benefits realization management and value tracking.
- Managing risks and issues at the portfolio level.
- Selecting and implementing appropriate PMO tools and technologies.

## Unit Five: Advancing PMO Maturity and Future-Proofing

- Introduction to PMO maturity models (e.g., P3M3, OPM3).
- Conducting a PMO maturity assessment and identifying improvement areas.
- Developing a continuous improvement plan for the PMO.
- The role of the PMO in supporting Agile and hybrid methodologies.
- Exploring the future of the PMO, including AI and digital transformation.
- Building a PMO Center of Excellence (CoE).
- Sustaining PMO relevance and demonstrating long-term value.

# FAQ:

## Qualifications required for registering to this course?

There are no requirements.

## How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

## Something to think about:

How can a PMO maintain the delicate balance between enforcing governance standards and fostering agile innovation within project teams?

## What unique qualities does this course offer compared to other courses?

This training course distinguishes itself by moving beyond theoretical frameworks to provide a deeply practical and strategic perspective on PMO leadership. While many courses focus solely on the mechanics of project management, our curriculum emphasizes the PMO's role as a strategic business partner, focusing on value delivery and organizational alignment. We dedicate significant time to the nuances of governance, not as a restrictive bureaucracy, but as an enabling framework that empowers teams and ensures project success. The course content is built around real-world scenarios and case studies, allowing participants to grapple with the same challenges they face in their organizations. A key differentiator is our focus on the "soft skills" of PMO management, such as stakeholder engagement, change management, and communicating value to senior leadership. Rather than just providing templates, we equip participants with the critical thinking skills to design a bespoke PMO that fits their unique organizational context and culture, ensuring the PMO is not only established but thrives as a sustainable center of excellence.