



## BINUS Online MOU

@Jakarta – June 6, 2012

"On 6<sup>th</sup> June 2012, PMI Indonesia has formed a working collaboration with Bina Nusantara (BiNus) University Online Learning to support BiNus as guest lecturer in project management topics for duration of 1 year. The MoU signing was represented by President Chapter – Mr. Mohammad Ichsan, and BiNus Online Head – Mr. Agus Putranto, witnessed by Chapter General Secretary – Mr. Arisman Indrawan.

It was begun in 2011, where BiNus Online Learning and the Chapter started to have discussions on how to enrich student knowledge and skills in the project management with practical methods and industrial best practice in project management. The discussion was then continued to 1 online project management class on 31<sup>st</sup> March 2012 where it ran successfully, and received very good respond from the participated students.

Bina Nusantara is an Indonesia private university based in Jakarta that has implemented the Learning Management System since 2001. The system expanded vastly as online learning media to support students that would like to have remote class learning system through <http://online.binus.ac.id> "



## OMM#34 "Strategic Project Management Office"

@Jakarta – May 30, 2012

The research shows that Project Management Office (PMO) is more effective and can better impact the bottom line, when they are operating at the corporate enterprise-wide strategic level. What does it take to craft the best strategy to establish and further develop PMO?

Back by popular demand, PMI Indonesia Chapter held the 34th Open Membership Meeting (OMM) with "Strategic Project Management Office (PMO)" as the topic.

Our first speaker, Ms. Sepriyany Linta, MM, PMP, elaborated the facts that it takes more than just a Global PMO Direction to build a successful local PMO representative and becomes an important asset both for the corporate PMO organization and for the local management.

While Mr. Feri Heri Susilo, PMP, as the second speaker, shared how PMO can obtain support from project sponsor, thus making it an effective function within organization to support the dynamic environment of Telco projects.

Dear readers,

This 16<sup>th</sup> edition of Excellentia newsletter presents a project management article describing some tips how to maintain your project team keeps calm although there are some issues happen in the project. Other articles are PMI Indonesia activities on May and June such as PMI Goes to Campus, PMI & MMT-ITS International Seminar, Open Membership Meeting and MoU of Binus Online and PMI Jakarta Chapter.

I would like to say thank you for all parties that had supported for publishing this newsletter and for readers, I hope that this newsletter will give you some benefits.

**Erlangga Arfan, PMP**

VP Communication, PMI Indonesia Chapter

**Board of editor :** Mohammad Ichsan, PMP, Ika Avianto, PMP, Erlangga Arfan, PMP, Alin Veronika, PMP

**Contributors:** BOD of PMI Indonesia

**Layout Design:** Bagas Shinugi

**Photographer:** M. Hanif Arinto

The newsletter of Excellentia is scheduled to be available every month. The board of editor encourages readers or persons interested in project management area to submit articles any topic relating to the project management. For further inquiry, please submit your email to [redaksi@pmi-indonesia.org](mailto:redaksi@pmi-indonesia.org). All contents of article published in the newsletter are responsible by the author.

### PMI Indonesia Chapter

The Project Management Institute of Indonesia was founded in 1996 and is an organization dedicated to enhancing, consolidating and channeling Indonesian project management knowledge and expertise for benefit of all stakeholders. This organization is one of the chapters of Project Management Institute (PMI), a nonprofit, worldwide leading professional organization. Our members and credential holders span numerous industries, businesses and many of the Indonesian leading corporations as well as nonprofit institutions.

### Project Management Institute Indonesia Chapter

Talavera Office Park 28<sup>th</sup> Floor  
Jl. TB. Simatupang Kav. 22-26, Jakarta Indonesia  
Telp. +62 21 7599 7905  
Fax. +62 21 7599 9888  
Website : [www.pmi-indonesia.org](http://www.pmi-indonesia.org)  
Facebook Group: PMI-Indonesia Chapter  
Twitter: PMIIndonesia  
LinkedIn Group: Project Management Institute - Jakarta, Indonesia Chapter

PMI Indonesia Chapter 2011- 2013

### Board of Directors:

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## Calm in the Eye of the Storm

By Gareth Byatt, Gary Hamilton, and Jeff Hodgkinson

Storm chasers are professionals (or should be) who watch for tornados (or hurricanes during the summer months in the southern and Midwestern United States. Their goal is to get close enough to a storm to photograph and video it without incurring any harm to themselves. Some do it for the thrill, while others chase storms for legitimate research purposes. Though most are trained and experienced in what they do, they can in no way control the direction the storm will take (without warning, storms can often veer off in a new direction). One way to view the situation is as a high-stakes 'cat and mouse' game, with the participants risking injury or even death if they get caught in the path of the storm. To mitigate the risks, storm chasers rely on inputs (such as seismic data and weather predictions), using modern technology and expert judgment for the planning and execution of their work.

What does this have to do with program and project management? Well, aside from the obvious dangers that storm chasers face, one could say that these professionals deal with a high degree of complexity and ambiguity, much like many project and program managers. There is another similarity to which we will draw a comparison, having to do with the internal structure of the storm. Inside the tornados/hurricanes storm chasers are chasing, there is a calm environment known as 'the eye of the storm'. As the program or

project manager, you must hypothetically keep yourself and your team positioned in a calm environment, even if and when serious issues arise and various chaotic events are 'swirling' around you. What steps and actions can you take in order to shield your team from the chaos, and ensure they stay in the calm eye of the storm when times are difficult?

Although every situation on a program or a project is different, below are our principle suggestions for dealing with the difficult situations on projects and programs, garnered from our combined experience:

### Follow the plans

At the start of the program or project, under your guidance, your team will have developed several project plans (Risk, Communication, Schedule, Success, Cost, Implementation, Iteration, Quality, Training, perhaps Safety, etc.) that, at the time they were created, were your team's best assessment of the work to be done and how it should be performed. We also assume that your customers and stakeholders approved your plans so that you could begin to execute them. It is important to continually refer to those plans as your baseline for documenting gaps or deviations. Even simple things such as tracking Milestone dates and showing missed or updated milestones are important to managing the plans. For example, if a

## PMI Goes to Kampus IT Telkom

@Dayeuhkolot, Bandung, West Java – May 19, 2012

Sebagai bagian dari rangkaian advocacy dan dalam rangka meningkatkan

wawasan bagi mahasiswa IT Telkom khususnya mahasiswa Program Studi Teknik Industri, maka PMI Indonesia Chapter mengadakan program PMI Goes to Campus (GTC) dengan mengirimkan dosen tamu pada kuliah umum IT Telkom pada tanggal 19 Mei 2012. Acara ini diprakarsai oleh Bpk. G.N.Sandhy Widyasthana, PMP (dosen IT Telkom). Sekitar 50 orang mahasiswa yang hadir menunjukkan antusiasme dalam



mempelajari lebih jauh ilmu manajemen proyek dan proyeksi karir mereka sebagai project manager. Beberapa hal yang dikupas adalah pengenalan PMI, sertifikasi PMP dan CAPM, dan juga yang tak kalah menariknya career path. Harapannya mereka yang lulus dalam waktu dekat dapat membekali diri bila memilih jalur profesi project management.

milestone is missed, keep it in the document but mark it as 'crossed out' and insert the new date beneath the original milestone, or rebaseline in the schedule to reflect both the previous agreed date, and the new. This approach will keep all parties aware of and in tune with the plan versus reality.

### Communicate Non-emotionally

It is widely agreed that communication comprises 90% of project management. We believe how communications are delivered (both the medium, tone, and expression) is just as, if not more, crucial as what is being communicated. When focusing your team and stakeholders, to remain within the eye of the storm, we believe it's best to follow some key principles which we summarize below:

- Deal with facts, not opinions.
- Summarize the detail for appropriate levels of management.
- Keep it timely, accurate and of a high quality.
- Follow a pattern – get people accustomed to your updates.
- Present Program/Project impacts and alternatives to Key stakeholders. (Not just, "here are the issues.")
- Don't focus on blame if things go wrong – focus on solutions (i.e., options analyzed and the recommendation).

### Others Will Follow Your Example

At all times, 'Remain Calm'. If you as the leader of the team begin to waver or fall apart, it will have a ripple effect throughout your team. Further, your stakeholders and customers will continue to believe in the team's success if confidence permeates team communications. Let people vent their emotions when necessary (when appropriate and in the right environment – negativity should be controlled). Allowing time for venting may serve no other purpose but to reduce the pressure or stress proportionally, but it will be appreciated later.

### Focus On the Key Milestone Dates

'Keep the eye on the prize' (remember that the agreed benefits are the reasons your program or project exists) and continue to drive to the next milestone date. Getting there will increase everyone's confidence and you can then do an impact analysis on the changes from baseline.

### 80/20 Decision Making

Don't wait on all facts to make an informed decision. When you have sufficient information – act upon it. Yes, it's a bit of a gamble but delaying action can also have the same negative impact. This is where experience, instinct, and 'gut' feel come into play. However things turn out in the end, it was the right action to do at the time. Sometimes mistakes may occur as a result, but you will learn from any mistakes made. By keeping focused on what you need to do, you will get there.

### Clearly Define Success vs. Time

If the benefits change during program/project execution, advise the appropriate stakeholder and customers accordingly so they adjust their expectations. Ensure that they want to continue the effort. Accept discontinuation of the project if it gets to the point at which the costs (not just financial) outweigh the benefits. Always capture and record lessons learned, and agree on how to share them so that new programs and projects take them on board.

In conclusion, remember that, as the program/project manager, you are the leader and your team will tend to mimic your actions – particularly in a crisis or in times of stress. Follow the basics of

keeping cool under pressure and maintain the 'calm eye of the storm' for your team. Remember, your program or project is a temporary endeavor and 'it too shall pass'. We hope you take this short article and put a copy in your crisis or risk folder for reference if you ever need it. We would really like to hear from you if you have any feedback or a story to tell us. If so, please email us at [Contactus@pmoracles.com](mailto:Contactus@pmoracles.com).



Gareth Byatt Gary Hamilton Jeff Hodgkinson Duke Oakes

### About authors

Gareth Byatt, Gary Hamilton, and Jeff Hodgkinson are experienced PMO, program, and project managers who developed a mutual friendship by realizing they shared a common passion to help others and share knowledge about PMO, portfolio, program and project management (collectively termed PM below). In February 2010 they decided to collaborate on a three (3) year goal to write 50 PM subject articles for publication in any/all PM subject websites, newsletters, and professional magazines / journals. So far 33 have been written, published, and translated into Arabic, Czechoslovakian, French, German, Indonesia, Italian, Spanish, Portuguese, and Russian and published on websites in 26 countries including Australia, Brazil, Canada, Chile, Czech Republic, Finland, France, Germany, Hong Kong, Italy, India, Jamaica, Netherlands, New Zealand, Nigeria, Pakistan, Panama, Poland, Russia, Singapore, Sri Lanka, Trinidad, Turkey, UK, Ukraine and the USA. Their mission is to help expand good program and project management practices by promoting the PM profession, to be a positive influence to the PM Community, be known as eminent influencers of best PM practices, and in earnest hope readers can gain benefit from the advice of their 60+ years of combined experience and expertise and include the expertise of co-authors who write with them on certain articles and subjects. Along with writing articles, each also champions a role in the overall writing program collaboration process:

- Gareth manages all requests for additional guest author collaborations
- Gary manages the article development tracking and readership metrics
- Jeff manages the article distribution and new readership demographics

Each can be contacted for advice, coaching, collaboration, and speaking individually as noted in their bios or as a team at: [Contactus@pmoracles.com](mailto:Contactus@pmoracles.com) This month we are thrilled to have Duke Oakes as an additional co-author on this article.

Duke Oakes is an expert in Quality Management with 35 years of experience as a quality engineer, consultant and trainer. He has worked with dozens of companies in ten countries, and hundreds of organizations have attended his public workshops on auditing, quality systems, performance metrics and root cause analysis. He is an ASQ Fellow and certified by ASQ as a quality manager, engineer and auditor. He holds degrees in technology, business and education, and is a frequent conference speaker on quality management. He is the author of "Root Cause Analysis: The Core of Problem Solving and Corrective Action," and has published dozens of articles on quality. He can be reached through his website at [www.aplomet.com](http://www.aplomet.com).

## upcoming events

- PMP/CAPM Exam Prep, June/27 @ Jakarta
- PMP Open House Talk, July/23 @ Jakarta
- OMM #35, July/25 @ Jakarta

## Profile Board of Directors

"Starting from 15<sup>th</sup> edition to incoming editions, the newsletter of Excellentia will be presenting the brief information of Board Members of PMI Indonesia Chapter, 2011-2013 for each member in every edition. The aim is to introduce the board members to readers interesting in PMI Indonesia Chapter's organization."

### Muhammad Arisman Indrawan, PMP

Chapter Secretary General - [aindrawan@pmi-indonesia.org](mailto:aindrawan@pmi-indonesia.org)  
(PMI # 855993)



Mr. Muhammad Arisman Indrawan is General Secretary PMI Indonesia Chapter since November 2010. As the General Secretary, he will serve as the deputy President and assume various secretarial responsibilities, such as maintaining current files of PMI members in the Chapter area of operations, soliciting affiliation with the local chapters and community, administering professional development units (PDUs), and organizing training and workshop for members. Mr. Arisman has background at Law, Engineering Procurement Construction (EPC) contract, procurement, risk management, project insurance, and project administrative affairs. He has more than 15 years working for one of the Indonesian top five biggest EPC Contractor Companies in various positions, and currently works as an Internal Auditor at the EPC contractor company.



PMI & MMT-ITS International Seminar:

### High Performance Project Manager, Doing More With Less

@ Gedung Rektorat ITS, Sukolilo, Surabaya. – May 25, 2012

For the second time, PMI Jakarta Indonesia Chapter was so honoured to be invited to share experience and knowledge in project management in one day seminar in with tagline "High Performance Project Manager - Doing More With Less". This International Seminar was done in conjunction with PMI Jakarta Indonesia Chapter, PMI Honolulu Chapter - Amin Leman, PMP, PMI San Fransisco Chapter - Ray Ju. PMI Jakarta Indonesia Chapter was represented by Mohammad Ichsan, PMP - PMI Jakarta Chapter President. In the seminar, Mohammad Ichsan, PMP, took the opportunity to share the knowledge and experience of having Information Technology in to make projects more effective.

The crowds were getting more as the Amin Leman, PMP started the presentation with his unique style in making the long presentation more fun (he is indeed a good speaker) with jokes mixed in english, bahasa and even javanese (as he is actually a native Javanese Indonesian but he's been living for years in

United States). The presentation was continued with Mohammad Ichsan, PMP and he also introduced PMI and PMI Jakarta Chapter as the main audiences were not so familiar with PMI and the result led to a mass membership registration that were helped by Ms. Anna Khodijah, PMP, PMI-SP (VP Program), Ms. Corina Munthe (Board Member) and Mr. Hanif (Board Member). It is the first time, that PMI Jakarta Chapter did this initiative in helping the new members registered, on the spot.

The speeches were continued with former CEO of PT Pembangunan dan Perumahan (PP) where he pointed out the importance of having competent resources in place in order to deliver good projects. The seminar was closed where Mr. Ray Ju, PMP presented his idea. In fact, this is his first time flying down for more than 20 hours from San Fransisco to Surabaya, Indonesia, but he enjoyed his trip very well. He is also delighted to be put as one of our candidates to speak in our next Symex 2012 in Yogyakarta.

## PMI Indonesia Chapter Membership Mei 2012

### A. Renewed Member

Cholid Mahmud, PMP  
Remon Pakpahan, PMP  
Denny Syahdinal  
Pratomo E Tjahjono  
Djoni Wibisono, PMP  
Hananto L Wibowo

### B. New Member

Fajar Arief Nugraha  
Fitri Rachmawati  
Chandra Diah Hapsary  
Adriana Budiawan  
Rayi Iswara  
Shita Ardiani Rachman  
Budi Setiawan  
Hanaehan Mula Alvon Sibarani  
Anom Kurnia  
Asrul Ismail  
Silvy Gani  
Larassetyo Wibowo  
Setiyo Agustiono  
Giri Trisanto  
Aryono Aimbarto  
Adi Dharma  
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Bambang anggono  
Rustri Muliandi Srikandi  
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Tri Joko Wahyu Adi  
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Herry Pintardi Chandra  
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