

**BRINGING
PEOPLE, PROCESS AND
PROJECTS TOGETHER**

**PROJECT MANAGEMENT CONSULTING, DELIVERY,
METHODOLOGY AND TRAINING SERVICES**



 **BATES**TM
Project Management Inc.

WWW.BATES.CA

1-800-263-9985

What Bates can do for you ...

Project Management - it's what we do. And when it comes to project management we do it all. We know how to do it. We know how to pass on our knowledge to your organization, so that you can continue down your planned path towards *project management excellence*.

We understand that each organization has its own unique culture. We will adapt our services to best suit your needs. As your project management partner, we will bring solutions to help you organize for change through the effective use of project processes, technology and people. Whether you are seeking guidance on a new or current project; an assessment of your project management capabilities; training of your project teams or staffing of qualified project management personnel, Bates can help. We will lend and transfer our expertise to you, to empower your organization and your people.

At the core of everything Bates does is our people. Our team of project management experts brings a wealth of accumulated business experience and maturity to every client project.

Our broad professional resource network reaches across the IT, telecommunications, mining, banking and insurance sectors to government, non-governmental organizations and post-secondary academic institutions.



CONSULTING SERVICES

Sharing our project knowledge with you

Bates offers a range of project-focused management consulting services designed to help your organization achieve its business plan objectives. Our services are designed to be flexible to accommodate changing needs as you move towards the path of project management excellence. We believe in hands-on participation, commitment, involvement and results.

Assessments

Organizations today are seeking to discover where they are from a project management maturity perspective – and where they need to be. Each industry, and indeed each individual organization, has different maturity goals. Bates uses a two stage model to analyze your organization's current project environment and by working with your management team, arrives at a preferred level of excellence. The first stage involves a comparison of your current project management practices with commonly accepted industry standards. Our observations are refined at the second stage with our Project Environment Profiler™ which benchmarks current and proposed maturity levels.

We also offer the Project Resource Profiler™, a unique tool designed to determine the current project management skill set of your project staff. It enables an organization to select the right person for the right job, as well as providing a clear picture of what skill sets each team member needs to improve in order to move along their own project management career path.

Enterprise Project Management Services

Project Management Office Planning and Implementation
Project/Portfolio Management Governance

Project Management Technology

Project Management Software Assessment and Selection
Virtual Project Office Selection and Implementation

Coaching and Mentoring

Project Planning and Implementation
On-demand Mentoring

PROJECT MANAGEMENT DELIVERY SERVICES

Partnering with you to anticipate and manage your project needs

Bates is your project management resource partner – expert in the planning and control of projects – capable of supplying, a single project manager or a full-spectrum team of project management professionals. Whether you need us onsite today or tomorrow – short term or long term – we can help plan, administer and direct your projects.

Project Staffing and Recruiting Services

Let Bates provide you with the project staff you need. We will ensure that the right person with the right skills is put on the job. Our database of rigorously pre-qualified and screened project personnel enables us to provide you with the resources you need as fast as you need them.

As your third-party review agent, we offer independent, unbiased and objective management of your projects. Our professionals provide project planning and monitoring, schedule and cost control, change management, risk management, communications management, quality assurance, configuration management and more. From one project manager to a full project management team – in a support role or lead assignments – Bates talented managers can service all of your project needs.

Project Rescues and Turnarounds

Having thirty years of experience in project management, we know that projects can sometimes get out of control and begin to spiral towards project failure. We are here to provide you with a strategy to assess what went wrong and how to get it back on track. Our involvement can be just for the assessment and planning of the turnaround, right through to providing the project staff necessary to implement the rescue strategy.



BATES METHODOLOGY

Project process and tools – your roadmap to project success

Project management methodology is all about knowing *where* you want to go and knowing *how* to get there. When an organization has implemented a project management methodology, it has essentially provided a roadmap showing staff how to achieve project success according to corporate objectives. Without such a roadmap in place, there will certainly be no consistency in how projects are performed and therefore no sure fire way to measure project performance.

One of the pillars of the corporate history of Bates is our Project Management Methodology (PMM). Over the last 30 years the Bates PMM has been used across hundreds of organizations managing projects of all sizes, ranging from facilities to information technology to restructuring to marketing. During this time the PMM has evolved to reflect current day best practices and the ever-changing issues in business. The PMM is structured to provide the requisite management techniques and processes from project selection through to project close-out, from both a corporate and individual project perspective. The tools and techniques provided in the Bates PMM provide the structure needed to get consistent results and the flexibility to adapt to your organizational culture. Whether you need a ready-to-launch methodology; a customized version merging our PMM with your processes; or an assessment of your own corporate methodology, we can provide you with what you need.

Methodology Assessment and Gap Analysis

We recognize that many of today's successful organizations are in some stage of developing or implementing their own project management methodology. We can help you determine if your methodology has any gaps that may impede project success – as well as make recommendations for how to fix those gaps and improve your processes.

Methodology Customization

Bates can develop a methodology specific to your organizational requirements, incorporating existing business processes and lifecycles. Using our comprehensive experience in methodology development, we will deliver a practical, user-friendly solution.

Methodology Licensing

The Bates Project Management Methodology (PMM) is available on an individual license basis as well as corporate-wide or to individual divisions.

BATES TRAINING AND EDUCATION

Helping you reach each milestone on your project management career path

Every project staff member has different needs when it comes to developing their career path. The experience, skills and knowledge that each person possesses – as well as those that need to be enhanced – are unique to the individual. This is why Bates offers the Professional Education Series – a suite of seminars addressing all of your project staff’s training needs, from entry level through to executive level. Whether you are seeking an individual course or a complete development program, Bates can teach you what you need to know.

In-house Seminars

We have a wide variety of courses available to organizations for group training. Running an in-house seminar allows us to tailor the program more specifically to your staffs needs. It also provides a significant savings in training costs when conducted at your own facility. Some of our course offerings include:

Communications in a Project Environment	Project Leadership and Communications Skills
Conflict Management in Projects	Project Management Essentials
Creating a Project Management Office	Project Planning for Success
Estimating Project Deliverables	Quality in Project Management
Managing Risk in Projects	Scope Definition for Large, Complex Projects
Microsoft Project	Strategic Project Management
Project Execution and Control	

Public Seminars

Bates offers several of our popular in-house programs on a public basis, carried out in major cities across the country. Consult our web site for specific locations, dates and seminar titles.

Train-and-Do

We know that sometimes a jumpstart is needed to get a project off the ground quickly and efficiently. Our Train-and-Do sessions bring together the solid process content of our training with the technical expertise of a project management expert – giving you an instant start-up to your project.

Our seminars, whether process or soft-skill oriented, go beyond providing participants with concepts and tips and give “how-to’s”. We teach not only the framework behind project management, but also the skills and tools that people need to manage projects every day. As a member of the Project Management Institute’s Registered Education Provider Program, all of our courses are eligible for Professional Development Unit credit equivalencies.

OUR CLIENTS

Over the last 30 years Bates has provided project management services – training, consulting, staffing, assessment and methodology – to a myriad of clients across a large variety of industries. Here are some, to name a few:

Finance

TD Bank, CIBC, SunLife, Investors Group, CS CO-OP, Toronto Stock Exchange, GE Capital

Education

University of Calgary, Memorial University, University of Ottawa, Calgary Board of Education, York University

Communications

AT&T, Rogers Cantel, Nortel, Williams Communications

Energy

AECL, Trans-Canada Pipeline

Consumer Goods

McCain Foods, Maple Leaf Foods

Government

National Research Council, National Capital Commission, Department of Justice, Department of Fisheries and Oceans, Department of Foreign Affairs, Region of Peel, City of Brampton, City of Toronto, City of Guelph, Management Board Secretariat

Health

University Health Network, Baycrest Centre, Trillium Health Network, Joseph Brant Hospital

Mining

Noranda Falconbridge

... and more

Direct from our clients ...

“Bates’ knowledgeable and dedicated project management professionals provided us with an outsider’s view of our PM practices, correctly assessed the gaps in our existing PMS and submitted several recommendations on how to address them.”

National Capital Commission

Informative, interactive - good learning experience.

Bell Mobility

For more information on services delivered to our clients, please refer to our case studies or contact us by phone or e-mail.



Call us at **1-800-263-9985**

or visit our web site at

WWW.BATES.CA

Bates Project Management Inc.
116 Lisgar St., Suite 400
Ottawa, ON K2P 0C2

Phone: (613) 567-2060
Fax: (613) 567-2061
e-mail: bpmi@bates.ca