

# Program and Project Management



Implementing major programmes or projects is often an activity your organisation performs only once every ten to fifteen years. For this reason, the organisation seldom has resources skilled in this process, often does not have the procedures and practices in place, and often is not used to manage major projects or multi-project programmes. In addition, procurement of larger systems will require considerable resources not available in the organisation and a multi-discipline team with legal, regulatory, operational and technical insight.

Integra Consult has experience from procurement of many different types of systems all around the world, implemented through national projects or in multinational programmes. We also have most of the documentation required for the procurement of the system developed in line with best international practices.

With more than 30 years in the aviation business and our multi-discipline team of engineers, controllers, legal and regulatory staff, Integra Consult A/S has the necessary capabilities and experience to manage programmes and projects together with our customers.

## OUR CUSTOMERS' CHALLENGES

When ANSPs need to procure and implement e.g. a new ATM system, they are often uncertain whether they are capable of managing all stages of the project, from specifying the needs to implementing the system. Not just providing the required expertise, but also establishing an effective management structure to handle and implement the project. Questions could be:

- How do we set up a programme/project management structure with sufficient procedures and practices?
- How do we manage cultural differences on the customer and contractor side?
- Do we have the right resources to perform the project?
- Can we trust the performance of the contractor, and what aspects should we focus on?
- Do we have control of our internal activities such as training, safety and transition?

## WE OFFER THE FOLLOWING SOLUTIONS

Integra Consult provides support during all stages of the procurement process. The services can be provided from Integra's facilities or delivered on-site. Typical programme/project management services are:

- Establishing a programme/project management handbook, procedures and best practices, including training staff.
- Providing specialist management staff in areas like project, quality, configuration, safety and risk management with hands-on experience.
- Establishing compliance management systems and practices, including requirements traceability, regulatory compliance monitoring, etc.
- Stakeholder management and coordination.
- Auditing and inspections of contractor's performance, system/software development practices, etc.

## HOW WE HELP OUR CUSTOMERS

Integra Consult is committed to long-term relationships with our customers. The close relationship ensures that our company has complete understanding of the issues facing the customer, thus enabling Integra to provide services that adapt to the local environment.

- We assign a dedicated team of experts, supported by a wider pool of experts
- We apply a result-orientated methodology and we are process-orientated
- We adapt to unexpected changes during all stages of the project
- We work closely with the customer from kick-off meeting to delivery
- All our contracts are based on fixed time and price

## REFERENCES

### International Organisations

- Managing the Project Implementation Units responsible for the programme management following bank rules (Azerbaijan, Tajikistan, etc.)
- Assessment of major programmes (NATO): Support to the customer in providing independent assessment of NATO-wide C2 programmes/projects in selected Air and Missile Defence System areas

### Airports and ANSPs

- Major airports programmes (Vagar, Greenland, Copenhagen, Dubai, Al-Maktoum, etc.): Managing multi-project programmes involving airport infrastructure upgrades, procurement of technical equipment, etc.
- For ANSPs (Brunei, Cameroon, etc.): Establishing Programme Support Organisations, manuals and procedures for multi-projects, international programmes
- For ANSPs (FABCE): Providing specialist staff to support Programme Support Organisations

### Suppliers

- Assisting suppliers of equipment and services in establishing multi-contractor management framework and procedures

For more information, please contact  
Petri Hartikainen, pha@integra.dk, or  
info@integra.dk