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A Report on Hands-on Training on "CRM and PRIMAVERA" Organized by Department of Civil Engineering In Collaboration with Training and Placement Cell, MITS from 18.08.2025 to 23.08.2025

Report Submitted by: Mr. Imran Kuttagola, Assistant Professor, Department of Civil Engineering.
Resource Person Details: Mr. Mahesh, CRM and Primavera Trainer, VALORTEC Pvt Ltd.
Venue: SIEMENS LAB (EB-019) & CAD-CAM LAB (WB-106).
Mode of Conduct: Offline
Report Received on 06.09.2025.

Training Report:

The Department of Civil Engineering, in collaboration with the Training and Placement Cell, MITS, organized a "**Hands-on Training Program on CRM and Primavera"** from **18/08/2025 to 23/08/2025** at the **SIEMENS Lab (EB-019)** and **CAD-CAM Lab (WB-106).**

With the growing demands of the industry, proficiency in **Customer Relationship Management (CRM)** and **Primavera project management software** has become essential. CRM equips students with the ability to manage client relationships and communication effectively, while Primavera develops advanced project planning, scheduling, and resource management skills, both of which are highly valued by employers. To enhance placement opportunities and industry readiness, the Department initiated this training program for final-year students.

The program commenced at **9:30 AM** with a welcome address delivered by **Dr. Dipankar Roy, Head of the Department of Civil Engineering, MITS, Madanapalle**. The resource person, **Mr. Mahesh**, an experienced trainer in CRM and Primavera from **VALORTEC Pvt. Ltd.**, was introduced by **Dr. Dipankar Roy.**

In his opening remarks, **Mr. Mahesh** expressed gratitude to the participants, organizing team, HoD, Principal, and Management of MITS for the opportunity to share his expertise. He highlighted the relevance of CRM and Primavera in modern engineering practice, stressing their role in improving productivity, efficiency, and employability.

The **six-day hands-on training program** was coordinated by **Mr. Imran Kuttagola, Assistant Professor, Department of Civil Engineering**.

A total of **40 final-year students** actively participated, gaining valuable exposure to industry-relevant tools.

Advanced Project Management and Customer Relationship Management with Primavera Software - Workshop Schedule

Day 1: Advanced Scheduling and Project Setup in Primavera P6

Morning Session (9:30 AM - 12:30 PM): Advanced Project Setup and Scheduling Techniques

- **9:30 AM - 10:00 AM:** Welcome, Workshop Overview, and Introduction to Advanced Primavera P6
  - Review of basic P6 functionalities (briefly)
  - Setting up user preferences for advanced work
- **10:00 AM - 11:00 AM:** Advanced Project Creation and Work Breakdown Structure (WBS)
  - Creating complex EPS and project structures
  - Developing multi-level WBS for large projects
  - Hands-on: Building a project structure in P6

11:00 AM - 11:15 AM: Break

- **11:15 AM - 12:30 PM:** Mastering Activity Definition, Relationships, and Constraints
  - Advanced activity types and their applications
  - Complex relationship types (SS, SF, FS, FF) with lags and leads
  - Understanding and applying activity constraints (e.g., Start On, Finish On, Mandatory Start/Finish)
  - Hands-on: Defining activities and relationships in P6

Afternoon Session (1:30 PM - 4:30 PM): Baseline Management and Progress Updates

- **1:30 PM - 2:30 PM:** Creating and Managing Project Baselines
  - Types of baselines (project, user, etc.)
  - Assigning and maintaining multiple baselines
  - Hands-on: Creating and assigning baselines in P6

2:30 PM - 4:30 PM: Performing Progress Updates and Re-scheduling

- Methods of updating progress (physical percent complete, duration percent complete)
- Applying actuals and rescheduling the project
- Analyzing schedule performance against baselines using variance analysis.
- Hands-on: Updating project progress and analyzing variances

Day 2: Resource Management and Cost Control

Morning Session (9:30 AM - 12:30 PM): Advanced Resource Management

- **9:30 AM - 10:30 AM: Defining and Assigning Roles and Resources**
  - Creating and managing resource and role dictionaries
  - Assigning resources to activities and understanding assignment types
  - Hands-on: Setting up resources and assignments in P6
- 10:30 AM - 11:30 AM: Performing Resource Leveling and Analysis
  - Understanding resource over-allocations and under-allocations
  - Using P6's resource leveling features to optimize resource utilization
  - Hands-on: Resource leveling exercises

11:30 AM - 11:45 AM: Break

- 11:45 AM - 12:30 PM: Understanding Resource Curves and Managing Assignments
  - Applying resource curves for non-linear resource distribution
  - Analyzing resource usage profiles and histograms
  - Hands-on: Applying resource curves and analyzing resource usage

Afternoon Session (1:30 PM - 4:30 PM): Cost Control and Budgeting

- 1:30 PM - 2:30 PM: Defining and Assigning Cost Accounts and Budgets
  - Setting up cost accounts and categories
  - Creating and managing project budgets and spending plans
  - Hands-on: Budgeting and cost account setup in P6
- 2:30 PM - 4:30 PM: Tracking Actual Costs and Forecasting
  - Inputting actual costs and understanding cost variances
  - Forecasting remaining costs and cost at completion

- Generating cost reports and analyzing cost performance
- Hands-on: Cost tracking and reporting in P6

Day 3: Advanced Risk Management Concepts and Qualitative Analysis

Morning Session (9:30 AM - 12:30 PM): Introduction to Risk Management and Qualitative Risk Analysis

- 9:30 AM - 10:30 AM: Fundamental Concepts of Project Risk Management
  - Defining project risk, uncertainty, and opportunity
  - Overview of the Project Risk Management Process (PMBOK® Guide)
  - Importance of risk management in project success
- 10:30 AM - 11:30 AM: Identifying and Categorizing Project Risks in Primavera P6
  - Techniques for risk identification (brainstorming, Delphi, SWOT)
  - Structuring a risk breakdown structure (RBS)
  - Entering risks into Primavera P6 (or integrated risk tools)
  - Hands-on: Populating a risk register
- 11:30 AM - 11:45 AM: Break
- 11:45 AM - 12:30 PM: Performing Qualitative Risk Analysis: Probability and Impact Assessment
  - Defining probability and impact scales
  - Using a probability-impact matrix for risk scoring
  - Prioritizing risks based on qualitative analysis
  - Hands-on: Conducting qualitative risk assessment in P6

Afternoon Session (1:30 PM - 4:30 PM): Risk Response Planning and Monitoring

- 1:30 PM - 2:30 PM: Developing Risk Response Strategies
  - Strategies for threats (avoid, mitigate, transfer, accept)
  - Strategies for opportunities (exploit, enhance, share, accept)
  - Developing contingency plans and fallback plans
- 2:30 PM - 4:30 PM: Implementing Risk Monitoring, Control, and Reporting
  - Assigning risk owners and defining risk actions
  - Tracking risk status and re-assessing risks
  - Generating basic risk reports and communicating risk status to stakeholders
  - Hands-on: Updating risk status and generating reports in P6

Day 4: Quantitative Risk Analysis and Mitigation Planning

Morning Session (9:30 AM - 12:30 PM): Quantitative Risk Analysis Techniques

- 9:30 AM - 10:30 AM: Principles of Quantitative Risk Analysis
  - When and why to use quantitative risk analysis
  - Inputs and outputs of quantitative risk analysis
  - Introduction to Monte Carlo simulation
- 10:30 AM - 11:30 AM: Performing Monte Carlo Simulations for Schedule and Cost Risk Analysis
  - Integrating risk events into the Primavera P6 schedule
  - Using specialized risk analysis software (e.g., Primavera Risk Analysis, @RISK) integrated with P6
  - Interpreting S-curves and probability distributions
  - Hands-on: Setting up and running a basic Monte Carlo simulation

11:30 AM - 11:45 AM: Break

- 11:45 AM - 12:30 PM: Interpreting Sensitivity Analysis and Tornado Diagrams
  - Identifying key risk drivers impacting project objectives
  - Analyzing risk exposure and calculating contingency reserves
  - Hands-on: Interpreting simulation results and sensitivity analysis

Afternoon Session (1:30 PM - 3:30 PM): Advanced Risk Mitigation and Contingency Management

- 1:30 PM - 2:30 PM: Developing Advanced Risk Mitigation Plans

- Optimizing risk responses based on quantitative analysis
- Cost-benefit analysis of risk mitigation strategies
- Integrating risk mitigation actions into the project schedule

- 2:30 PM - 3:30 PM: Managing Contingency and Management Reserves
  - Distinguishing between contingency and management reserves
  - Techniques for allocating and drawing down reserves
  - Conducting regular risk reviews and updating risk registers based on new information
  - Hands-on: Refining risk responses and reserve management

Day 5: Earned Value Management and Performance Analysis

Morning Session (9:30 AM - 12:30 PM): Advanced Earned Value Management (EVM)

- 9:30 AM - 10:30 AM: Deep Dive into EVM Metrics
  - Review of foundational EVM concepts: PV, EV, AC
  - Advanced metrics: Schedule Performance Index (SPI), Cost Performance Index (CPI), Schedule Variance (SV), Cost Variance (CV)
  - Understanding the relationships between EVM metrics
- 10:30 AM - 11:30 AM: Forecasting Project Performance
  - Estimates at Completion (EAC) methods: EAC (BAC/CPI), EAC (BAC-EV+AC), EAC (AC + ETC)
  - Estimate to Complete (ETC) and Variance at Completion (VAC)
  - Hands-on: Calculating and interpreting EAC, ETC, VAC in P6

11:30 AM - 11:45 AM: Break

- 11:45 AM - 12:30 PM: Analyzing EVM Data for Proactive Project Control
  - Identifying performance trends and early warning signs
  - Using EVM data to make informed project decisions
  - Implementing EVM in Primavera P6 for comprehensive performance tracking
  - Hands-on: Generating and analyzing EVM reports in P6

Afternoon Session (1:30 PM - 4:30 PM): Performance Measurement and Forecasting

- 1:30 PM - 2:30 PM: Utilizing Performance Indices for Decision-Making
  - To-Complete Performance Index (TCPI) and its application
  - Analyzing project efficiency and productivity
  - Hands-on: Applying TCPI in various scenarios
- 2:30 PM - 4:30 PM: Developing Accurate Forecasts and Integrating with Risk Management
  - Refining forecasts based on current performance and risk analysis results
  - Identifying and responding to trends and deviations in project performance
  - Integrating performance measurement with risk management for a holistic view
  - Case Study: Applying EVM and forecasting in a complex project

Day 6: Advanced Reporting, Customization, and Best Practices

Morning Session (9:30 AM - 12:30 PM): Advanced Reporting and Customization

- 9:30 AM - 10:30 AM: Creating Custom Reports and Layouts in Primavera P6
  - Designing and saving custom layouts for activities, resources, and costs
  - Using the Report Wizard to create tailored reports
  - Hands-on: Building custom reports and layouts
- 10:30 AM - 11:30 AM: Utilizing Advanced Filtering and Grouping Options
  - Creating complex filters to extract specific data
  - Grouping and sorting data for effective analysis
  - Hands-on: Applying advanced filters and grouping

11:30 AM - 11:45 AM: Break

- 11:45 AM - 12:30 PM: Exporting Data for External Analysis and Developing Dashboards
  - Exporting P6 data to Excel, XML, and other formats
  - Integrating P6 data with business intelligence tools for advanced dashboards
  - Hands-on: Data export and dashboard concepts

Afternoon Session (1:30 PM - 4:30 PM): Integration, Best Practices, and Case Studies

- 1:30 PM - 2:30 PM: Exploring Integration Capabilities and Best Practices
  - Overview of P6 integration with ERP, financial, and other project management systems
  - Discussing best practices for implementing and maintaining Primavera P6 in organizations
  - Tips for data integrity and system performance
- 2:30 PM - 4:30 PM: Real-World Case Studies, Q&A, and Workshop Wrap-up
  - Analyzing complex project scenarios and applying learned techniques
  - Open forum for questions and discussion
  - Workshop summary and next steps for continuous learning

Outcome of The Event:

The outcomes of the hands-on training on "CRM and PRIMAVERA" include:

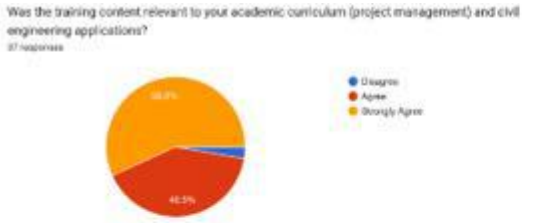
- **Career Insights:** The event provided guidance on career pathways in project management and enterprise solutions, helping participants identify the industry-relevant skills and competencies in demand.

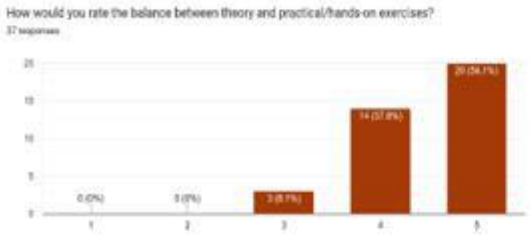
- **Technical Proficiency:** Participants gained practical exposure to Primavera for project scheduling, planning, and monitoring, and to CRM tools for managing customer relations effectively.
- **Skill Enhancement:** The training enabled students to strengthen their problem-solving, analytical, and software application skills essential for project execution and client management.

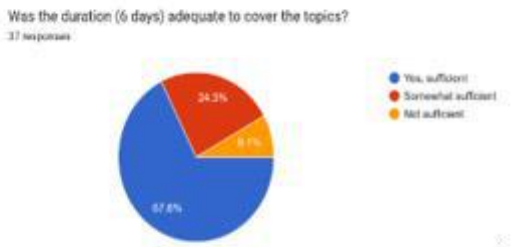
POs Covered: PO5, PO10, PO11, PO12

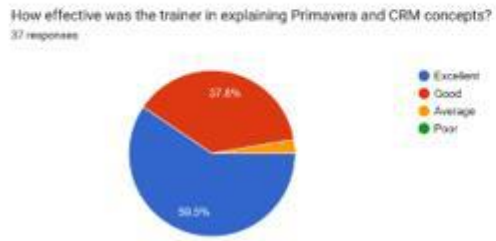
Student Feedback:

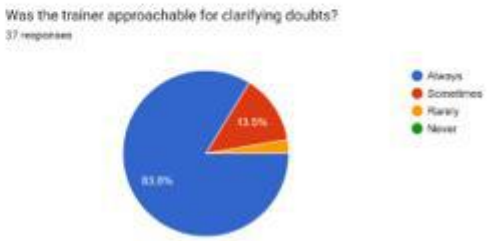
The students who participated in this 6-day training program shared that it was highly useful for their career development and placement opportunities. The trainers and resource persons emphasized the importance of regular practice, advising students to dedicate at least one hour daily to practicing Primavera for consistent skill enhancement. The students feedback is summarized as below.

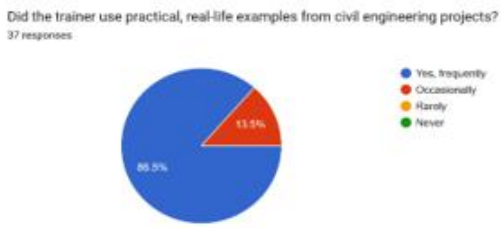


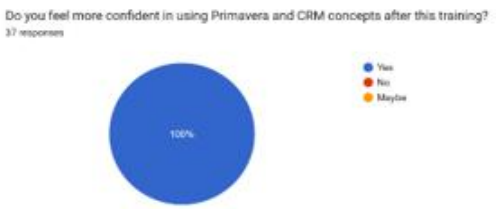


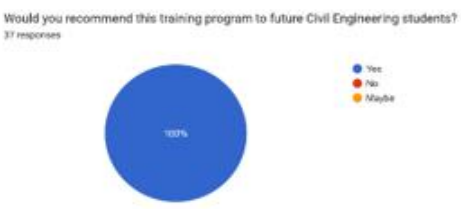












Vote of Thanks:

As concluding remarks, Mr. Imran Kuttagola, Faculty Coordinator of the training program, proposed the vote of thanks. He expressed his gratitude to the resource person, the Head of Department, and the Senior Training and Placement Officer for their presence and support. He extended sincere thanks to the Principal and the Management for facilitating the successful conduct of the training program. He also acknowledged the trainers for delivering an effective hands-on workshop and warmly appreciated the participants for their enthusiastic involvement throughout the event.