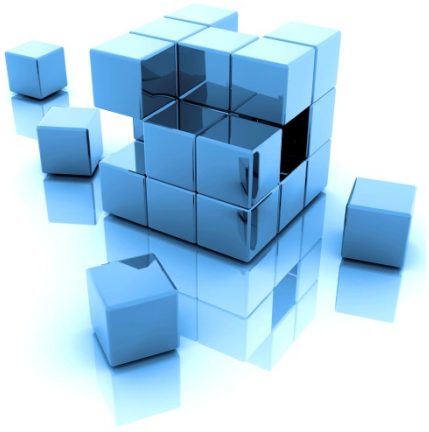
TOPSIM®
LEARNING BUSINESS BY DOING BUSINESS



P TOPSIM – Compliance Management

Participant Manual – Part I
Introduction

Version 3.0

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1. What is TOPSIM – Compliance Management

The simulation TOPSIM – Compliance Management builds a bridge between business theory and experience. The following simulation creates a realistic model of a project planning process and the development of a project in the context of an industrial company.It offers participants a business experience which is:

- Fast,
- Risk-free and
- Long-lasting practical experience

The simulation is an interactive and learning-through-action method based on the motto:



The learning objectives of TOPSIM – Compliance Management

- Learning the main responsibilities of a project manager
- Identifying the organizational requirements for a successful and well structured project management
- Recognizing the possibilities and boundaries in the project management
- Becoming sensitive to the effects of decisions in a project
- Practical exercise through using selected methods and instruments
- Dealing with complex decision making situations in periods of uncertainty
- Maintaining overview and structure in difficult situations
- Developing the ability to define and solve problems
- Developing a sense of both what is essential and the whole picture
- Practicing efficient communication through visualization and presentation tasks
- Making team decisions under time, quality and decision presure

Operational learning objectives

- Knowing various forms, facets, processes and mechanisms of compliance relevant situations
- Identifying compliance relevant situations (dilemma situations) and the ability to assess them correctly (to be submitted to everyday situations and compliance-related situations)

Key qualifications and soft skills

- Review consequences of choosen work alternatives
- Make detailed decisions (decision matrix, preliminary analysis)
- Implement taken decisions
- Reflect on decisions taken and their consequences

Learning content

- Which situations are compliance relevant?
- Analyise scenarios during the simulation: What happened? Who is involved? Where did the event take place?
- Make informed decisions and implement them: What are the conditions? What are your goals? Comparision with compliance knowledge and the possible alternatives available? Estimate consequences and take decisions
- Reflect on decisions and their consequences: Which conditions lead to the situation? What are the consequences for the company? What are the consequences for the individuals involved? What about possible sanctions?

The Seminar Flow

The goal of the seminar is to achieve a good performance based on given target figures for the virtual project (in the simulation) while behaving with integrity (within the law and conformably to values).

Therefore, the participants act in day-to-day business activities and have to manage compliance relevant situations.

In consideration of prevailing conditions, the participants make decisions and have to implement them. In doing so, they have to deal with resulting consequences for themselves, their company as well as for the society.

By means of the seminar, the participants gain assurance in terms of behaving with integrity in compliance relevant situations.

The seminar built around the simulation TOPSIM – Compliance, is divided into several phases. As a participant, you make the operational decisions for your company during the decision phase. In the evaluation phase, you analyze the results of the previous period and review your general strategy. Typically, your seminar leader will explain and further expand upon the results of the simulation in a theory lecture between the phases.



2. Starting situation

We find ourselves in the emerging nation Coiristan which is characterized by an extensive economic restructuring and the development from an agricultural economy towards industrialization. Coiristan is defined by huge contrasts between rich and poor and differences between conservative forces and parties, which aspire modernization, create tensions. The main part of the population lives in poor conditions and often both a single job and the resulting wage is not enough to survive. That is why people in Coiristan commonly have several jobs or ally to familial communities in order to earn a living together. Cultural habits such as the offering and accepting of “favors” are widespread.

The basic medical care can’t also be compared to the standard of industrial nations. They have indeed two hospitals, but they have outdated equipment and are understaffed in terms of doctors and nursing staff to be able to provide medical care to all people in Coiristan. Thus, there is a urgent need for a new hospital, especially in the capital of Coiristan, Molvedansk, where eight million inhabitants live.

2.1. The company Clean Building Tec

The headquarter of Clean Builing Tec AG is located in Switzerland and the company has many years of experience in the sectors of building automation, fire protection and electricity distribution. A subsidiary company of Clean Building Tec Ag, named Cleand Building Tec Ltd. (CBT), is established in Molvedansk. They are specialized in products and know-how in terms of building automation, fire protection and security. CBT has been operating in Coiristan for 15 years.

CBT employs 120 staff members, 25of them in sales and 45 in service. The main part of the employees origines from Coiristan and only a few employees work there as experts from Switzerland and Germany for several years. The annual revenue is about 15 million EUR.

2.2. Order acquisition

At a regional forum of the industry, the CEO of CBT, Justus Schnyder, is informed by a member of the city council that after years of debating the basic medical care of Coiristan the construction of a new hospital in Molvedansk with 400 beds and a modern building equipment is planned. The hospital project involves an investment of 380 million CHF. The part of fire protection, building automation and security systems, what CBT would like to apply for, is about 8 mio CHF.

In order to realize the investment project “Molvedansk Hospital”, the building contractor, which is the hospital society Molvedansk, has already concluded a contract with a large manufacturer. The general contractor is the biggest construction company of Coiristan, co-determines the placing orders within the hospital project. CBT does not know the other members involved in the hospital project. Therefore, Justus Schnyder arranges a meeting with the general contractor. In this occasion he is informed by the fact that the MedArchPlan AG has been charged with the general planning of the hospital project. So far, CBT has not cooperated with this company. Thus, Justus Schnyder meest a representative of MedArchPlan AG for the first time and gets to know further planners wil be involved in the project and specialized planning offices exists for each sector of fire protection, building automation and security systems (cf. fig. 1).

2.3. Receipt of order

Due to the big volume of orders, the creation of tender documents is lengthy and spans a period of one year. Often, requirements are getting changed and there are several suppliers among CBT, which are trying to lodge technical specifications of their products in the performance requirements or tender texts. After the tender is completed, it is published. Therefore, CBT develops an offer. Because parts of the tender texts contain ambigious information, several claryfing talks are necessary.

After a period of two months there are several offers and negotiation rounds with both the general contractor and the individual suppliers begin. The hospital society Molvedansk also takes part in the placing of orders bevause the have contractual rights as financier and final customer to do so. After several months and negotiations CBT is finally receiving the order.

2.4. The entry of CBT in the hospital project

Before CBT is able to entry the project actively, several date agreements with other project parties and the general contractor are necessary. In a meeting with Kahlif Muhlhouse, the project manager of the general contractor, Justus Schnyder explains that CBT won’t conduct some tasks in terms of the order on their own. They will charge subcontractors for the construction and delivery of the electric cabinets as well as the preparatory work (cf. fig. 2). From Kahlif Muhlhouse’s point of view, nothing speaks against an external placing of these services. However, he points out to Justus Schnyder the observance of the agreed completion date is mandatory, particularly as additional meetings and negotiations have already delayed the project start by 3 months and it is increasingly more difficult tot stick to the initial completion date.

2.5. The first organizational steps

One week before the contractually fixed starting date of CBT in the hospital project in Molvedansk, Justus Schnyder receives terrible news from thre headquarter in Switzerland: Alex Braungarth, who was supposed to be the project manager of the hospital project in Molvedansk, is – in contrast to the internal applications planning of CBT – still engaged as project manager in a power plant project in South America for an indefinite time. Initially, this project should have been completed six months before the start of the hospital project in Molvedansk. Due to a number of technical problems during the construction, the completion of the project has already been delayed by months. Thus, Alex Braungarth is not able to take over the project management of the hospital project in Molvedansk.

Because you are currently in charge of just a few projects at CBT, which can be simply transferred to younger colleagues, Justus Schnyder decides to replace Alex Braungarth and hand off the project management lead of the hospital in Molvedansk to you. All involved parties of the project have already been informed about the change in the project in a short notice meeting. In order to not lose additional time and to become familiar with the project, you start directly with the first steps of the project organization.

Fig.1: Organization structure of the project “Hospital Molvedansk“

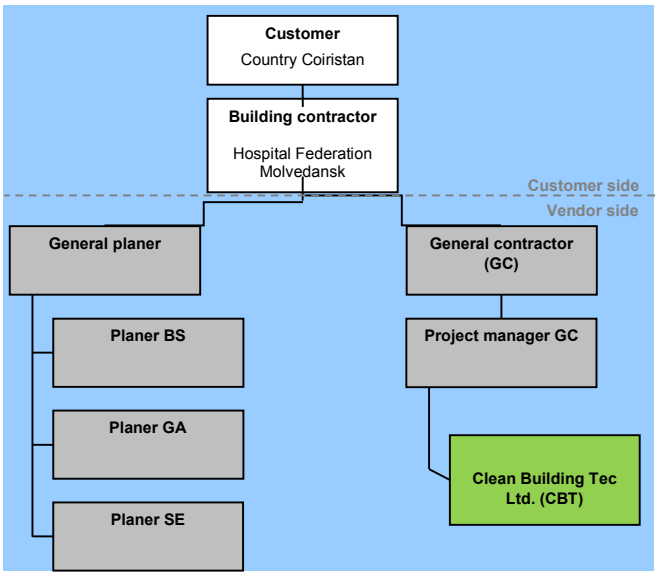
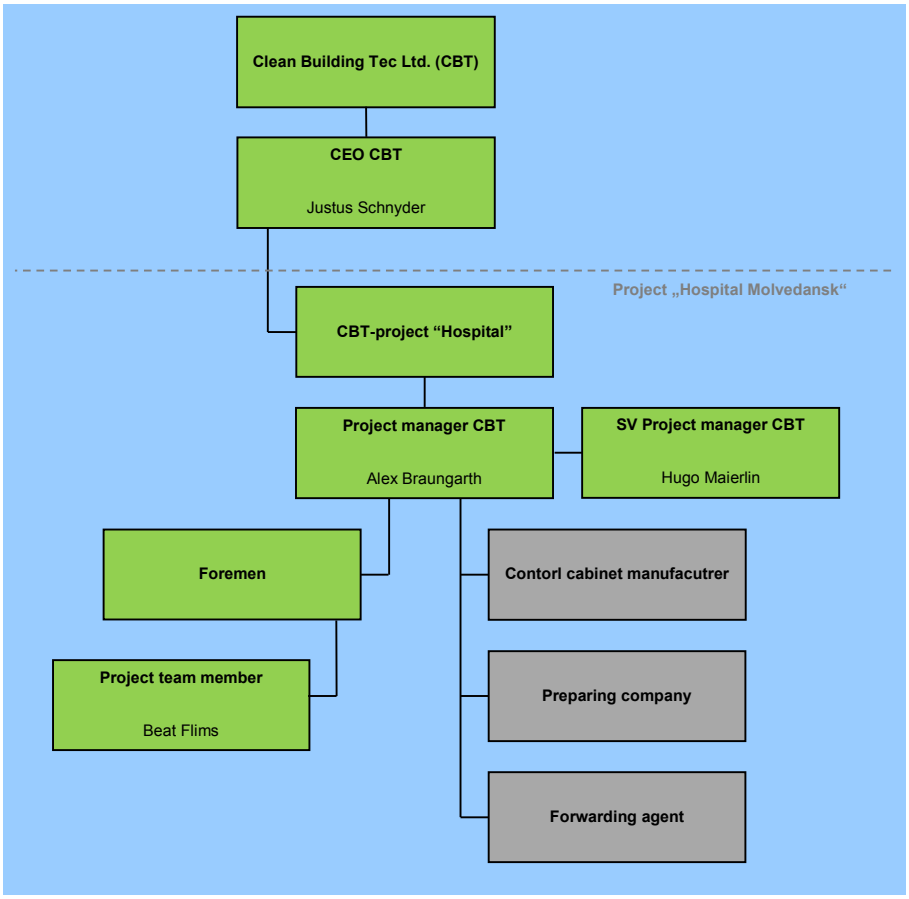


Fig. 2: CBT internal structure of the project “Hospital Molvedansk“



2.6. List of companys of the simulation

Clean Building Tec Ltd.	Company implementing fire protection, building automation and security systems in the construction of the hospital in Molvedansk
MedArchPlan AG	General planner oft he construction of the hospital in Molvedansk
Elschalt AG	Cabinet constructor I
Stratak GmbH	Cabinet constructor II
Baur & Co. GmbH	Cabinet constructor III
Alfi Ltd.	Preparation company I
SBFräs GmbH	Preparation company II
Kahno Ltd.	Preparation company III
Translogi AG	Forwarder I
Logis & Co. GmbH	Forwarder II
Gütr AG	Forwarder III