

Providing Better Information for Management Decisions Through

# Effective Management Analysis & Operational Auditing

2 Week Training Program

## ✓ Incorporating Good & Best Industry Practices

### A 2 Week Training Program

#### Program Overview

This program aims to take you and your organization closer towards implementing Good Management Practices and Identifying, Analyzing and Implementing Best Management Practices to achieve your organizational objectives.

It will show you how to obtain relevant Decision Support Data through validated Analysis and Auditing.

This capability will enable participant to support Management Improvement, QA, ISO9001:2008, CI, TQM or BPR Initiatives in his Organization.

This program will provide you a solid foundation of Practical Management Analysis Operational Auditing Skills, and, the Capability to effectively organize and conduct the Analysis of your different Functional units. This capability is useful to understand the working of your department/s, to factually understand your strengths and weaknesses, to identify improvement opportunities and to evaluate if improvement initiatives just completed are in fact successful.

This program provides all the above in Simple Practical Terms using Step-by-Step guide to practical application.

#### PROGRAM CONTENT

**Methodologies, Checklists, Practical Skills, Minimum Good Management Practices & Best Industry Practices**

1. The Present Industry Situation
2. Management Analysis and Audit Processes
3. Tools and Techniques for the Analysts
4. Following up on the Audit and Analysis
5. Understanding Customer Satisfaction
  1. Internal Customers
  2. External Customers
  3. Stake-holders of Company
6. Quality Assurance
7. Using ISO9001:2008 as a:
  1. Quality Assurance Standard
  2. Pre-qualification Document
  3. Audit Checklist
  4. Good Practice Checklist
8. Continuous Improvement
9. TQM Methodologies
10. How well is your Organization's Business Strategy being Implemented?
11. Measuring the True Satisfaction Levels of Your Internal External Customers
12. Measuring Wastage of Resources
  1. Due to Not following Good Quality Practices
13. How Productive is your Organization as Compared to:
  1. Your Competitors
  2. Best Industry Practices

## Effective Management Analysis & Operational Auditing Training (BA301)

14. How well are your Environmental Management Practices Meeting ISO-14001 and Applicable Laws?
  15. How Secure are Your Computer Security Fraud Prevention Practices?
  16. What Investors Customers Really Think About Your Organization?
  17. Your Organization's Work Culture:
    1. Positive Aspects and Strengths
    2. Negative Aspects and Weaknesses
  18. How Effective are your Service Departments?
  19. How you can Evaluate Your Business Partner Supplier:
    1. Capabilities?
    2. Usefulness to your organization?
  20. How well does your organization use Available Technology to achieve
    1. Your Goals? and
    2. Best Industry Practices?
  21. Measuring Effectiveness of your:
    1. Supplies
    2. Stores
    3. Logistics
  22. Scientific Identification of Gaps in Management Skills of your Executives
  23. Setting up Early warning system to Provide Decision Support Data
  24. Workshop Case Studies 1
  25. Workshop Case Studies 2
  26. Program Recommendations
  27. An Individualized Action Plan for each Participant.
2. Help the participant gain *multi-discipline* understanding of the issues related to Effective Management Analysis & Operational Auditing so that he can incorporate the needs and expectations of all stakeholders and all his customers, in his improvement proposals and actions
  3. Help build a knowledge framework in which job related experience can be caught and remembered as his experience

**A typical participant will take away a personalized action plan** for himself, his business unit or his organization on how to apply the program contents to improve performance. The action plan may have two components:

1. A personal action plan
2. A business unit/organizational action plan

### Benefits to Organization

Sending participant/s to this program will benefit the organization in the following ways-

1. Quickly make the participants competent, effective and productive on their job. Useful especially for
  1. Training new employees
  2. Competency building in existing employees transferred to a new assignment
  3. Training prior to a new project or initiative planned in the organization
2. Help the employee do his job well by developing competencies related to-
  1. Relevant technical knowledge and skills
  2. Organizations' strategic objectives
  3. Needs and expectations of the stakeholders/customers (internal and external)
  4. Good management practices

### Program Outcomes and Takeaways

Euro Training is in the business of providing practically useful training programs. Programs that -

1. Help the participant implement systems in his organization

5. Identifying opportunities to exceed stakeholder/customer expectations
3. Create a pool of trained manpower that can cost-effectively disseminate the knowledge to a large number of employees inside the organization. This is made possible by Euro Training's unique, easy to understand and easy to use methodology, based on *checklist and quality assurance* approaches.
4. Euro Training instructors often act as mentors for the participants. It's the most effective way to ensure effective competency development and the subsequent application of those competencies on the job, by your motivated staff. We do have consultants available across Americas, Europe, Asia and Africa (Please inquire about our post program mentoring plans).

#### Individual Career Benefits for Participants

1. You gain a multi-discipline understanding of the issues. That means, when you make proposals or decisions on your job, you will keep in mind the needs and expectations of ALL the stakeholders/customers (internal and external).
2. The action plan you take away will help you make a difference in your business unit or organization! When you talk about this difference you have made to your organization in your resume, you will be a prime candidate for career advancement in your own organization or in your next job(s).
3. Understanding and acting with understanding of the needs and expectations of your stakeholders/customers is known to enhance *job satisfaction* and reduce Monday morning blues.

#### This Program is Intended for...

**Those new to the field** take away a good multi-discipline understanding of the issues involved in their work. It helps them in becoming productive quickly and in building a knowledge framework that will help them identify, understand, classify and remember on the job learning and experiences.

**More experienced participants** take away an individualized action plan as mentioned in the previous sections.

**Implementation Teams:** This program can be used to train implementation teams...

1. when a new project or initiative is being started in your organization
2. when a new strategic focus is being initiated
3. just prior to a consultant being hired to advise the organization

#### Registration Recommendations

**Team Nominations:** This program aims to ensure the participants have their individualized improvement plan at the end of the program. So, foreseeing the effort involved, anticipating resistance and implementation requirements, it is recommended that the organization nominate **at least two participants together** (three will be more desirable) for this program.

It is anticipated that these 2 or more participants will work together as a team or provide mutual support in order to implement the action plan.

**Single nominations** will also be accepted for the program.

#### For Latest Program Schedule Email

ba301@EuroTraining.com

www.eurotraining.com/bro/ba301.php

REGISTRATION FORM	
<b>Program:</b>	<b>Effective Management Analysis &amp; Operational Auditing Training (BA301)</b>
Location Where Attending:	
Program Dates:	
Whether Participant will Consider Alternate date if one requested is not available:	
Participant Name Prefix: Mr/Ms/Mrs	
Participant Name:	
Participant Job Title:	
Participant Department & Section:	
Participant Employer/ Company:	
Participant's Present Job Responsibilities:	
Participant Email Address:	
Participant Mobile Number:	
Sponsored by:	
Sponsoring Company:	
Job Title of Sponsoring Authority:	
Name of Sponsoring Authority:	
Email of Sponsoring Authority:	
Fax of Sponsoring Authority:	
Telephone Nos. of Sponsoring Authority:	
Web Site of Sponsoring Company:	
Invoice Reference:	
Invoicing Address:	

## REGISTRATION INFORMATION

- To register:** Please send us an official letter confirming registration (on organizational letterhead or Authorized Email).
- Program Fee is
  - USD \$8,900 per participant and includes Course Materials, Certificate, Refreshments and Lunch. (Fee at London, Paris and Kuala Lumpur is \$9,780 per participant)
- Accommodation & Taxes/VAT (if applicable) is not included in Program fee. Special rates will be available at venue hotel for the participants.
- Special discount of 10% is offered for participants who pay their fees at least 45 days before start of the program.
- Refund will not be considered where the participant cancels his registration less than 3 weeks before start of the program. Alternate nominations will be allowed anytime before program start.
- All participants are required to fill in Participant Information form - on first day of the program. Each program Undergoes Customization to Better Meet Participant Present and Future Career Needs. Please be prepared to let the Instructor/s know about your organization's Special Needs, Interests or Initiatives.
- It is always useful for participants to bring their existing problems or case studies, work-process flow charts or job related problems for discussion - consideration will be at sole discretion of the program director/s.
- Provisional Registration:** You can make a provisional registration by sending us an email – an official registration request can be made within 2 weeks. This will ensure we will reserve a seat. All provisional registrations automatically cancel 2 weeks before program start.
- Please note: No Live Voice Requests for Registration or Provisional Registrations.