

Providing Better Information for Management Decisions Through

Effective Management Analysis & Operational Auditing

4 Week Training Workshop

✓ Incorporating Good & Best Industry Practices

A 4 Week Training Workshop

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

Euro Training Limited, 3422 Old Capitol Trail #1116, Wilmington, DE 19808, USA

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Effective Management Analysis & Operational Auditing Training (BA301-4)

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. Workshop 1
24. Workshop 2
25. Advanced Topics - More Details on Some Above Issues Important for Participants
26. Increasing Productivity through Using Standard Forms, Templates, Checklists to Perform the Work Processes
27. Performance Management System to Measure Level of Performance in the Above Processes - we will develop the KPIs for the Above Processes
28. Planning & Implementing a Departmental/Functional Knowledge Base
29. Workshop 3
30. Setting up Early warning system to Provide Decision Support System
31. Workshop 4
32. Aligning Performance to Organizational Vision, Mission & Strategic Objectives
33. Your Individualized Action Plan for Leadership in Your Department/Section/Function
34. Workshop 5
35. Performance Management System for Your Department/Section/Function
36. Your Individualized Action Plan
37. Program Recommendations

Program Outcomes and Take-Away/s

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

1. Help the participant implement improvements in his organization.
2. Help the participant gain Multi-discipline understanding of the issues so that he can incorporate the needs and expectations of all his stakeholders/ 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.

Benefits to Organization

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

1. Quickly makes the participants competent, effective and productive on his 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

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2. Create Competency in the employee to perform his job well. including in relation to
 1. Relevant Technical Knowledge, Skills and Competencies
 2. Organizations' Strategic Objectives
 3. Needs and Expectations of the Stakeholders/ Customers (internal & external)
 4. Good Management Practices
 5. Identifying opportunities to Exceed Stakeholder/ Customer Expectations

Participant Individual Career Benefits

1. You gain a multi-discipline understanding of the issues. Meaning when you make proposals and decisions on your related job you will keep in mind the needs and expectations of ALL the stakeholders/ customers (internal & external)
2. 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.
3. As one of your stakeholders/customers is Executive Management, the program ensures that you know the strategic imperatives that drive the organization's efforts in your relevant job area.

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. Single nominations are typically used to -

1. Develop personnel skills in critical skills and methodologies covered in this program.
2. Train individuals for leadership roles in business units or departments. This program will help the participant coach and lead his team in these critical skills and methodologies. (The program typically does not cover coaching skills but provides the related technical understanding in an easy to communicate manner).

For Latest Program Schedule Email

ba301-4@EuroTraining.com

www.eurotraining.com/bro/ba301-4.php

REGISTRATION FORM	
Program:	Effective Management Analysis & Operational Auditing Training (BA301-4)
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

1. **To register:** Please send us an official letter confirming registration (on organizational letterhead or Authorized Email).
2. Program Fee is
 - o USD \$17,800 per participant and includes Course Materials, Certificate, Refreshments and Lunch. (Fee at London, Paris and Kuala Lumpur is \$19,580 per participant)
3. Accommodation & Taxes/VAT (if applicable) is not included in Program fee. Special rates will be available at venue hotel for the participants.
4. Special discount of 10% is offered for participants who pay their fees at least 45 days before start of the program.
5. 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.
6. 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.
7. 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.
8. **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.
9. Please note: No Live Voice Requests for Registration or Provisional Registrations.

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