

Effective Management Analysis & Operational Auditing Training Workshop

✓ Best Industry Practices

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

- The Present Situation
- Management Analysis and Audit Processes
- Tools and Techniques for the Analysts
- Following up on the Audit and Analysis
- Understanding Customer Satisfaction
 - Internal Customers

- External Customers
- Stake-holders of Company
- Quality Assurance
- Using ISO9001:2008 as a:
 - Quality Assurance Standard
 - Pre-qualification Document
 - Audit Checklist
 - Good Practice Checklist
- Continuous Improvement
- TQM Methodologies
- How well is your Organization's Business Strategy being Implemented?
- Measuring the True Satisfaction Levels of Your Internal External Customers
- Measuring Wastage of Resources
 - Due to Not following Good Quality Practices
- How Productive is your Organization as Compared to:
 - Your Competitors
 - Best Industry Practices
- How well are your Environmental Management Practices Meeting ISO-14001 and Applicable Laws?
- How Secure are Your Computer Security Fraud Prevention Practices?
- What Investors Customers Really Think About Your Organization?
- Your Organization's Work Culture:
 - Positive Aspects and Strengths
 - Negative Aspects and Weaknesses
- How Effective are your Service Departments?

- How you can Evaluate Your Business Partner Supplier:
 - Capabilities?
 - Usefulness to your organization?
- How well does your organization use Available Technology to achieve
 - Your Goals? and
 - Best Industry Practices?
- Measuring Effectiveness of your:
 - Supplies
 - Stores
 - Logistics
- Scientific Identification of Gaps in Management Skills of your Executives
- Program Recommendations & Preparing an Action Plan for the Participants.

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.

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 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
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
3. Create a pool of trained manpower who can cost-effectively disseminate the knowledge to large number of employees inside the organization. This is made possible by Euro Training's unique easy to understand and use methodology based on Checklist & Quality Assurance Approaches.
4. Euro Training Instructors often act as mentors for your trained employees. A most effective way to ensure effective competency development and application by your motivated staff. We do have consultants available across Americas, Europe, Asia and Africa (Please inquire about our post program mentoring plans)

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. The action plan you take away will help you make a difference in your business unit or organization. This difference when added to your resume will make you 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.
4. As one of your stakeholders/ customers is Executive Management, therefore the program ensures you will know the Strategic Imperatives that Drive the Organization's Efforts in your relevant job area. In the process enabling you to make a leadership contribution.

3. just prior to a Consultant being hired to advise the organization.

Each participant will take away a memorable and potentially life changing experience from the program.

- No limitations are being placed on who can attend. If you are interested in the Program Outcomes and Takeaways, or, feel you can benefit from the Organizational and Personal Benefits mentioned above - You are Invited to Register for this Program. Program Instructors have the knowledge, experience and access to resources required to customize the program to the specific job related needs of each program group.
- Executive Assistants
- Management Consultants
- Management Auditors Analysts
- Department Managers and Assistant Managers
- ISO-9000 Team Members, QS-9000 Coordinators, QA Teams
- Improvement Teams, TQM Teams
- Engineers & Technical Staff fulfilling Managerial Roles

This Program is Intended for...

Those new to the field take away a good multi-discipline understanding of the issues involved in the program works. It helps them become productive quickly and builds in them a knowledge framework that will help identify, understand, classify and remember on the job experiences in his memory.

More experiences participants take-away an individualized action plan as mentioned elsewhere in this technical sheet.

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

1. a new project or initiative being started in your organization
2. a new strategic focus is being initiated

Language of Instruction

Unless otherwise stated the program instruction is in Standard Day-to-Day English. Participants can request the instructor to provide a program vocabulary which will ensure they have no problem understanding the content.

Other language versions are being developed by our consultants and regional partners including program in **French, German, Spanish and Arabic**. Please do contact us for your specific language needs.

Effective Management Analysis & Operational Auditing Training (BA301)

Registration Recommendations

Team Nominations: Since the program aims to ensure the participants have his individualized improvement plan at the end of the program, and 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 to allow for attrition) 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. Audit this program for deciding its content and methodology's effectiveness in meeting your organizational needs
3. Train individuals for Leadership Roles in Business unit or department. Here this program will help the participant coach and lead his team in these Critical Skills and Methodologies. (Program does not typically cover coaching skills but provides the related technical understanding in an easy to communicate manner.)

Certificate on Participation and Completion:-

On completion participants will be awarded a "Certificate of Successful Completion". Program Instructor may decide to award a Letter of Recommendation for High Performers during the program.

Benefits of Certificate of Certificate of Completion

This certificate will certify that you have demonstrated proficiency in Management Analysis Practices and this should be

considered suitable qualification for your to be considered to work on MIS, BIS, Quality Assurance, ISO9001:2008, Continuous Improvement or TQM and Management Improvement Teams.

Latest Program Dates

- www.EuroTraining.com/bro/ba301.html
- www.EuroTrainingUK.com/bro/ba301.html

REGISTRATION FORM	
Program:	Effective Management Analysis & Operational Auditing Training (BA301)
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 \$13,800 per participant and includes Course Materials, Certificate, Refreshments and Lunch. (Fee at London, Paris and Kuala Lumpur is \$15,180 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 participants 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.