

# Management Analysis and Operational Audit Center

Analyzing and Auditing Organizational Vision, Strategy, Policies, Processes, SOP, KPI, SLA, Contractual, Culture, Technology, Partnership and Alliances, Customer Satisfaction, Risk Management,, IT Services, Fraud Prevention, Regulatory Compliance

## 3 Weeks Training Programs List

**Euro Training Ltd 2016-2017-2018**

3422 Old Capitol Trail #1116, Wilmington, DE 19808, USA WhatsApp 14154305181 Tel: 415 251 1367 Fax/Voice Mail: US +1 650 6492689

Program Code	Program Name (Click to Access Website Brochure with Current Dates)	Program Content Summary
ACT8093	Strategic Management of Computer Based Accounting and Business Information Systems (BIS)	<p>You will learn about the Best Worldwide Practices in Computer Based Accounting &amp; Business Information Systems.; You will learn about Methodology, Planning Tools and Technology Issues, Implementation Management; This program provides you a Strategic Understanding of Corporate Computer Based Accounting and Business Information Systems. ; Program covers Organizational Vision and Mission Analysis, Strategic Planning for BIS Systems with the associated Methodologies, Skills, Benchmarking Improvement Measurement; BIS functions are increasingly IT technology driven, but Non-IT Management Issues are More Important (Remember: Garbage In Garbage Out!!) they need to respond to increased competition, they must not only be done cost effectively but must also assist in identifying wasted resources, must lead to increased service quality and "customer" Delight.; This program targets - Giving the participant valuable insight into the latest tools, methodologies and practices - Few professionals, analysts and managers have the essential multi-discipline skills required for this? So this program serves to bridge this vital knowledge gap and in the process adds value to your organization; This program emphasizes meeting and exceeding internal and external customer expectations. By successfully doing this you will have turned your organization or department into a center of customer excellence.; Best Industry Practices, ; Latest Tools and Techniques, Business Information Management Systems; Program Recommendations. Workshop Case Studies 1; Program Recommendations. Advanced Discussions on Program Topics; Workshop Case Studies 2; Program Recommendations; An Individualized Action Plan for each Participant. <b>Workshop 1</b>; Outline Action Plan to Implement Program Communicated Good and Best Practices; <b>Workshop 2</b>; Advanced Topics. More Details on Some Above Issues Important for Participants (Customized for each Participant Group); Increasing Productivity through Using Standard Forms, Templates and Checklists; Performance Management System to Measure Level of Performance in the Processes, we will develop the KPIs for the Above Processes; Planning &amp; Implementing a Departmental/Functional Knowledge Base? Key to Achieving Quality Service Performance/Repeatability and Superior Performance; Your Individualized Action Plan for Implementing Good Practices and Best Practices Discussed throughout the Program; Enhanced Program Recommendations; <b>Workshop 3</b>; Advanced Issues 2; Setting up Early warning system to Provide Decision Support System</p>
ASC7013	Developing An Inventory Department Balanced	<p>This is a step-by-step approach to Understanding, Designing, Implementing &amp; Managing an Inventory Unit Balanced Score Card.; Participant will also learn how to incorporate Motivation, Team Work, Customer Focus, Good &amp; Best Practices and Leadership in Inventory through the Balanced Scorecard Implementation; What is the Balanced Scorecard.; Why do we need it?; Understanding the Inventory Processes ; Understanding the Strategic Aspects</p>

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	Scorecard	of Inventory Activities; Understanding Organizational & Customer Needs from the Inventory Unit; Step-by-Step Developing the Balanced Scorecard; Methods for Measuring Performance Against Balance Scorecard; Planning, Organizing & Delegating for BSC Implementation; Communication & Coaching to Make BSC a Success; Resolving Measurement Disputes; Reporting and Publicizing Results; 40 Ways to Reward Inventory Staff; Program Recommendations. Workshop Case Studies 1; Program Recommendations. Advanced Discussions on Program Topics; Workshop Case Studies 2; Program Recommendations; An Individualized Action Plan for each Participant. <b>Workshop 1</b> ; Outline Action Plan to Implement Program Communicated Good and Best Practices; <b>Workshop 2</b> ; Advanced Topics. More Details on Some Above Issues Important for Participants (Customized for each Participant Group); Increasing Productivity through Using Standard Forms, Templates and Checklists; Performance Management System to Measure Level of Performance in the Processes, we will develop the KPIs for the Above Processes; Planning & Implementing a Departmental/Functional Knowledge Base? Key to Achieving Quality Service Performance/Repeatability and Superior Performance; Your Individualized Action Plan for Implementing Good Practices and Best Practices Discussed throughout the Program; Enhanced Program Recommendations; <b>Workshop 3</b> ; Advanced Issues 2; Setting up Early warning system to Provide Decision Support System
AUD8323	Corporate Audit Leadership Team Skills Development	Management Analysts and Operational Auditors often face resistance to their findings from the auditees. This resistance may come in various forms. Is everyone else being unreasonable? This program explains the reasons for the resistance and how to overcome it through understanding of the real issues involved and through providing effective leadership. ; This program will provide the participant a deep and unique understanding of Audit-Management-Technical issues that will assist Operational Auditors and Management Analysts Identify, Measure and Recommend Management Improvements. This program will also assist you in becoming a high performing management analyst.; Understanding Leadership; Leadership Skills; Understanding the Process of Making Improvement and Changes ; Management System Standards - What are good management practices?; Understanding Motivations of the various Parties; Interpersonal Skills; Dealing with Resistance; Understanding Credibility; Building Relationships for Influencing Changes; Technical Credibility; Audit Team Building; Leadership in Identifying Improvements; Data Gathering Methods and Tools; Enlisting Cooperation for Data Gathering ; Analytical Skills to Assimilate and Process Large Amounts of Complex Data Quickly ; Securing Support for Improvement Initiatives ; Communication Skills? Written and Presentations ; Writing Effective Audit Reports ; Program Recommendations. Workshop Case Studies 1; Program Recommendations. Advanced Discussions on

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		<p>Program Topics; Workshop Case Studies 2; Program Recommendations; An Individualized Action Plan for each Participant. <b>Workshop 1;</b> Outline Action Plan to Implement Program Communicated Good and Best Practices; <b>Workshop 2;</b> Advanced Topics. More Details on Some Above Issues Important for Participants (Customized for each Participant Group); Increasing Productivity through Using Standard Forms, Templates and Checklists; Performance Management System to Measure Level of Performance in the Processes, we will develop the KPIs for the Above Processes; Planning &amp; Implementing a Departmental/Functional Knowledge Base? Key to Achieving Quality Service Performance/Repeatability and Superior Performance; Your Individualized Action Plan for Implementing Good Practices and Best Practices Discussed throughout the Program; Enhanced Program Recommendations; <b>Workshop 3;</b> Advanced Issues 2; Setting up Early warning system to Provide Decision Support System</p>
BA3013	Effective Management Analysis and Operational Auditing	<p>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.; 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; The Present Industry Situation; Management Analysis and Audit Processes; Tools and Techniques for the Analysts; Following up on the Audit and Analysis; Understanding Customer Satisfaction; Quality Assurance; Using ISO9001 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; How Productive is your Organization ; 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.; How Effective are your Service Departments?; How you can Evaluate Your Business Partner Supplier; How well does your organization use Available Technology ; Measuring Effectiveness of your, Supplies, Stores, Logistics; Scientific Identification of Gaps in Management Skills of your Executives. Program Recommendations. Workshop Case Studies 1; Program Recommendations. Advanced Discussions on Program Topics; Workshop Case Studies 2; Program Recommendations; An Individualized Action Plan for each Participant. <b>Workshop 1;</b> Outline Action</p>

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Program Code	Program Name (Click to Access Website Brochure with Current Dates)	Program Content Summary
		<p>Plan to Implement Program Communicated Good and Best Practices; <b>Workshop 2;</b> Advanced Topics. More Details on Some Above Issues Important for Participants (Customized for each Participant Group); Increasing Productivity through Using Standard Forms, Templates and Checklists; Performance Management System to Measure Level of Performance in the Processes, we will develop the KPIs for the Above Processes; Planning &amp; Implementing a Departmental/Functional Knowledge Base? Key to Achieving Quality Service Performance/Repeatability and Superior Performance; Your Individualized Action Plan for Implementing Good Practices and Best Practices Discussed throughout the Program; Enhanced Program Recommendations; <b>Workshop 3;</b> Advanced Issues 2; Setting up Early warning system to Provide Decision Support System</p>
BBS7013	<p><b>Designing Implementing and Managing An Internal Audit Balanced Scorecard</b></p>	<p>This is a step-by-step approach to Understanding, Designing, Implementing &amp; Managing an Internal Audit Balanced Score Card.; Participant will also learn how to incorporate Motivation, Team Work, Customer Focus, Good &amp; Best Practices and Leadership in Maintenance through the Balanced Scorecard Implementation.; What is the Balanced Scorecard.; Why do we need it?; Understanding the Internal Audit Processes ; Understanding the Possible Strategic Benefits of Internal Audits; Understanding Organizational &amp; Internal Customer Needs from the Internal Audit; Step-by-Step Developing the Balanced Scorecard; Methods for Measuring Performance Against Balance Scorecard; Planning, Organizing &amp; Delegating for BSC Implementation; Communication &amp; Coaching to Make BSC a Success; Resolving Measurement Disputes; Reporting and Publicizing Results; 50 Ways to Reward Internal Audit Staff; Preparing your Personal Action Plan for Implementing Balance Score Card in Your Work; Preparing your Departmental Action Plan for Implementing Balanced Scorecard in your Internal Audit Unit.; Program Recommendations. Workshop Case Studies 1; Program Recommendations. Advanced Discussions on Program Topics; Workshop Case Studies 2; Program Recommendations; An Individualized Action Plan for each Participant. <b>Workshop 1;</b> Outline Action Plan to Implement Program Communicated Good and Best Practices; <b>Workshop 2;</b> Advanced Topics. More Details on Some Above Issues Important for Participants (Customized for each Participant Group); Increasing Productivity through Using Standard Forms, Templates and Checklists; Performance Management System to Measure Level of Performance in the Processes, we will develop the KPIs for the Above Processes; Planning &amp; Implementing a Departmental/Functional Knowledge Base? Key to Achieving Quality Service Performance/Repeatability and Superior Performance; Your Individualized Action Plan for Implementing Good Practices and Best Practices Discussed throughout the Program; Enhanced Program Recommendations; <b>Workshop 3;</b> Advanced Issues 2; Setting up Early warning system to Provide Decision Support System</p>



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BIA5413	Internal Audit Balanced Scorecard - Designing, Implementing and Managing	<p>This is a step-by-step approach to Understanding how to Design, Implement &amp; Manage a Customer Focused Audit Department Balanced Scorecard; Participant will learn about the Balanced Score Card Good and Best Practices; The Performance Problem Internal Audit; Balanced Performance ; Short Term Performance; Long Term Performance Contribution; Balanced Score Card Methodology; Aligning Audit Performance with Organizational Vision &amp; Mission; Strategic Objectives of Internal Audit; Strategic Measures; Key Performance Indicators for Internal Audit; Performance Targets; Strategic Projects for Internal Audit; Success Data from Strategic Projects; Internal Audit Manager Performance Score Card; Internal Audit Department Performance Score Card; Organizational Performance Scorecard; Program Recommendations. Workshop Case Studies 1; Program Recommendations. Advanced Discussions on Program Topics; Workshop Case Studies 2; Program Recommendations; An Individualized Action Plan for each Participant. <b>Workshop 1</b>; Outline Action Plan to Implement Program Communicated Good and Best Practices; <b>Workshop 2</b>; Advanced Topics. More Details on Some Above Issues Important for Participants (Customized for each Participant Group); Increasing Productivity through Using Standard Forms, Templates and Checklists; Performance Management System to Measure Level of Performance in the Processes, we will develop the KPIs for the Above Processes; Planning &amp; Implementing a Departmental/Functional Knowledge Base? Key to Achieving Quality Service Performance/Repeatability and Superior Performance; Your Individualized Action Plan for Implementing Good Practices and Best Practices Discussed throughout the Program; Enhanced Program Recommendations; <b>Workshop 3</b>; Advanced Issues 2; Setting up Early warning system to Provide Decision Support System</p>
BIT5043	An IT Department Balanced Scorecard - Designing, Implementing and Managing	<p>It is a Process by which the organization defines and prepares IT Strategy &amp; Detailed Implementation Plan for its IT Usage for a future 5 to 10 year period. This program shows you how you can develop such a plan in a step-by-step manner.; The objective of this Training Study Program is to help you produce Suitable Medium /Long Range Strategies and Action Plans to Implement Business Information Systems Technology Planning in your organization.; The Performance Problem IT Section; Balanced Performance ; Short Term Performance; Long Term Performance Contribution; Balanced Score Card Methodology; Aligning IT Section Performance with Organizational Vision &amp; Mission; Strategic Objectives of IT Section; Strategic Measures; Key Performance Indicators for IT Section; Performance Targets; Strategic Projects for IT Section; Success Data from Strategic Projects; IT Section Manager Performance Score Card; IT Section/Department Performance Score Card; Organizational Performance Scorecard; Program Recommendations. Workshop Case Studies 1; Program Recommendations. Advanced Discussions on Program Topics; Workshop Case Studies 2; Program Recommendations; An Individualized Action Plan for each Participant. <b>Workshop 1</b>; Outline Action</p>

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		Plan to Implement Program Communicated Good and Best Practices; <b>Workshop 2</b> ; Advanced Topics. More Details on Some Above Issues Important for Participants (Customized for each Participant Group); Increasing Productivity through Using Standard Forms, Templates and Checklists; Performance Management System to Measure Level of Performance in the Processes, we will develop the KPIs for the Above Processes; Planning & Implementing a Departmental/Functional Knowledge Base? Key to Achieving Quality Service Performance/Repeatability and Superior Performance; Your Individualized Action Plan for Implementing Good Practices and Best Practices Discussed throughout the Program; Enhanced Program Recommendations; <b>Workshop 3</b> ; Advanced Issues 2; Setting up Early warning system to Provide Decision Support System
BOT7953	Auditing Build Operate Transfer Projects and Contracts	This program provides a comprehensive practical briefing on the issues and details of effective contract administration on Turnkey Contracts (Technical-Legal-Management-Audit-Finance). Expertise Developed: understand good contract administration practices, understand the contractual issues on real contracts, understand the Technical-Legal-Management Concerns on Contracts, make correct interpretation of contracts, know when to seek legal opinion, identify situations that could lead to increased liability for his organization, properly document situations to the extent required to protect his company's interests, recognize actions and inactions that lead to wastage of contract time & resources. Understanding the Organizational Objectives from the Turnkey Contract, Understanding the Contract Administration Objectives, Understanding the various contract provisions, Understanding the true legal interpretation of the Contract, Understanding the Practical Enforceability Aspects, Understanding the Notice Requirements, Contract Documentation, Causation Support Evidence, Mitigation Support Evidence, Claim Quantification Support Information, Negotiating Disputes, Presenting Claims, Analyzing Claims, Case Studies, Program Recommendations. Workshop Case Studies 1; Program Recommendations. Advanced Discussions on Program Topics; Workshop Case Studies 2; Program Recommendations; An Individualized Action Plan for each Participant. Workshop 1; Outline Action Plan to Implement Program Communicated Good and Best Practices; Workshop 2; Advanced Topics. More Details on Some Above Issues Important for Participants (Customized for each Participant Group); Increasing Productivity through Using Standard Forms, Templates and Checklists; Performance Management System to Measure Level of Performance in the Processes, we will develop the KPIs for the Above Processes; Planning & Implementing a Departmental/Functional Knowledge Base? Key to Achieving Quality Service Performance/Repeatability and Superior Performance; Your Individualized Action Plan for Implementing Good Practices and Best Practices Discussed throughout the Program; Enhanced Program Recommendations; Workshop 3; Advanced Issues 2; Setting up Early warning system to Provide Decision Support System

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CAA3373	Auditing Turn-Key Projects and Contracts	Under Revision. Please see <a href="http://www.eurotraining.com/plist/psumm/auditing-training-summ-3w.pdf">www.eurotraining.com/plist/psumm/auditing-training-summ-3w.pdf</a> or email: <a href="mailto:regn@eurotraining.com">regn@eurotraining.com</a>
CIT8143	Auditing IT Service Contracts	Under Revision. Please see <a href="http://www.eurotraining.com/plist/psumm/auditing-training-summ-3w.pdf">www.eurotraining.com/plist/psumm/auditing-training-summ-3w.pdf</a> or email: <a href="mailto:regn@eurotraining.com">regn@eurotraining.com</a>
CLS7243	Auditing Labor Supply Contracts	Under Revision. Please see <a href="http://www.eurotraining.com/plist/psumm/auditing-training-summ-3w.pdf">www.eurotraining.com/plist/psumm/auditing-training-summ-3w.pdf</a> or email: <a href="mailto:regn@eurotraining.com">regn@eurotraining.com</a>
COF4683	Auditing Call-Off or Framework Contracts	Under Revision. Please see <a href="http://www.eurotraining.com/plist/psumm/auditing-training-summ-3w.pdf">www.eurotraining.com/plist/psumm/auditing-training-summ-3w.pdf</a> or email: <a href="mailto:regn@eurotraining.com">regn@eurotraining.com</a>
CPD4043	Auditing Petroleum Drilling Contracts	Under Revision. Please see <a href="http://www.eurotraining.com/plist/psumm/auditing-training-summ-3w.pdf">www.eurotraining.com/plist/psumm/auditing-training-summ-3w.pdf</a> or email: <a href="mailto:regn@eurotraining.com">regn@eurotraining.com</a>
CPS4143	Auditing Petroleum Drilling Related Service Contracts	Under Revision. Please see <a href="http://www.eurotraining.com/plist/psumm/auditing-training-summ-3w.pdf">www.eurotraining.com/plist/psumm/auditing-training-summ-3w.pdf</a> or email: <a href="mailto:regn@eurotraining.com">regn@eurotraining.com</a>
CPS6543	Auditing Petroleum Production Sharing Agreements	Under Revision. Please see <a href="http://www.eurotraining.com/plist/psumm/auditing-training-summ-3w.pdf">www.eurotraining.com/plist/psumm/auditing-training-summ-3w.pdf</a> or email: <a href="mailto:regn@eurotraining.com">regn@eurotraining.com</a>
CUN8943	Auditing Petroleum Field Unitization Contracts	Under Revision. Please see <a href="http://www.eurotraining.com/plist/psumm/auditing-training-summ-3w.pdf">www.eurotraining.com/plist/psumm/auditing-training-summ-3w.pdf</a> or email: <a href="mailto:regn@eurotraining.com">regn@eurotraining.com</a>

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DFS4333	360 Degree Feedback - Strategy and Implementation	Under Revision. Please see <a href="http://www.eurotraining.com/plist/psumm/auditing-training-summ-3w.pdf">www.eurotraining.com/plist/psumm/auditing-training-summ-3w.pdf</a> or email: <a href="mailto:regn@eurotraining.com">regn@eurotraining.com</a>
DOA9043	Advanced Operational Auditing and Management Effectiveness Analysis.	Full Methodology and Management Aspects Intensive Discussion of Operational Auditing.; You will also gain skills in applying the Best Worldwide Practices in Operational Auditing... Planning; Quality Assurance; Methodology; Management; Methodologies Technologies; Best Industry Practices; Latest Tools and Techniques; 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 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. Workshop Case Studies 1; Program Recommendations. Advanced Discussions on Program Topics; Workshop Case Studies 2; Program Recommendations; An Individualized Action Plan for each Participant. <b>Workshop 1</b> ; Outline Action Plan to Implement Program Communicated Good and Best Practices; <b>Workshop 2</b> ; Advanced Topics. More Details on Some Above Issues Important for Participants (Customized for each Participant Group); Increasing Productivity through Using Standard Forms, Templates and Checklists; Performance Management System to Measure Level of Performance in the Processes, we will develop the KPIs for the Above Processes; Planning & Implementing a Departmental/Functional Knowledge Base? Key to Achieving Quality Service Performance/Repeatability and Superior Performance; Your Individualized Action Plan for Implementing Good Practices and Best Practices Discussed throughout the Program; Enhanced Program Recommendations; <b>Workshop 3</b> ; Advanced Issues 2; Setting up Early warning system to Provide Decision Support System



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FAS3403	Auditing Skills for Oil and Gas Industry	Under Revision. Please see <a href="http://www.eurotraining.com/plist/psumm/auditing-training-summ-3w.pdf">www.eurotraining.com/plist/psumm/auditing-training-summ-3w.pdf</a> or email: <a href="mailto:regn@eurotraining.com">regn@eurotraining.com</a>
FIN9903	Understanding and Detecting Creative Accounting Practices	This program will help you understand and identify manipulation in financial reports often on the borderline of GAAP and sometimes Despite GAAP.; Program is very useful for Auditors, Executives, Management Analysts and Anyone Involved in Evaluating the True Worth of Organizations.; The Financial Numbers Game.; Users of Financial Statements and What they are Looking For?; GAAP Key Requirements; Guidelines of Financial Regulatory Agencies.; Aggressive Accounting; Earnings Management; Income Leveling; Fraudulent Reporting; Creative Accounting Practices; Program Recommendations. Workshop Case Studies 1; Program Recommendations. Advanced Discussions on Program Topics; Workshop Case Studies 2; Program Recommendations; An Individualized Action Plan for each Participant. <b>Workshop 1</b> ; Outline Action Plan to Implement Program Communicated Good and Best Practices; <b>Workshop 2</b> ; Advanced Topics. More Details on Some Above Issues Important for Participants (Customized for each Participant Group); Increasing Productivity through Using Standard Forms, Templates and Checklists; Performance Management System to Measure Level of Performance in the Processes, we will develop the KPIs for the Above Processes; Planning & Implementing a Departmental/Functional Knowledge Base? Key to Achieving Quality Service Performance/Repeatability and Superior Performance; Your Individualized Action Plan for Implementing Good Practices and Best Practices Discussed throughout the Program; Enhanced Program Recommendations; <b>Workshop 3</b> ; Advanced Issues 2; Setting up Early warning system to Provide Decision Support System
IIP3663	Incident Investigations Processes and Best Practices	Under Revision. Please see <a href="http://www.eurotraining.com/plist/psumm/auditing-training-summ-3w.pdf">www.eurotraining.com/plist/psumm/auditing-training-summ-3w.pdf</a> or email: <a href="mailto:regn@eurotraining.com">regn@eurotraining.com</a>
MAA4303	Corporate Operational Audit Leadership Skills	Building Leadership in Organizational Operational Auditing Function. Ensuring Audit will do its part to help the Organization work towards its Vision and Mission.; How You as Auditor can get due Recognition and Importance in the Organization.; Major Practical Issues: Problems Faced; Customer Orientation; Future Trends; Understanding What is Leadership in Auditing; Preparing a Leadership Development Plan for Yourself; Industry Methodologies, Standards Best Practices ; Building Relationships ; Enlisting Cooperation for Data Gathering ; Securing Support for Improvement

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		<p>Initiatives ; Interpersonal Skills ; Analytical Skills to Assimilate and Process Large Amounts of Complex Data Quickly ; Communication Skills? Written and Presentations ; Writing Effective Audit Reports ; Dealing with Resistance ; Audit Team Building ; Business Mapping Audit Processes; Flow Charts Audit Leadership Processes; Quality Assurance TQM Issues ; Planning Issues ; Program Specific Technology Issues ; Program Specific Information Tools and Technology Issues ; Management Issues ; Management Information Needs and Related Systems ; Implementing Improvements; Case Studies; Program Recommendations. Workshop Case Studies 1; Program Recommendations. Advanced Discussions on Program Topics; Workshop Case Studies 2; Program Recommendations; An Individualized Action Plan for each Participant. <b>Workshop 1;</b> Outline Action Plan to Implement Program Communicated Good and Best Practices; <b>Workshop 2;</b> Advanced Topics. More Details on Some Above Issues Important for Participants (Customized for each Participant Group); Increasing Productivity through Using Standard Forms, Templates and Checklists; Performance Management System to Measure Level of Performance in the Processes, we will develop the KPIs for the Above Processes; Planning &amp; Implementing a Departmental/Functional Knowledge Base? Key to Achieving Quality Service Performance/Repeatability and Superior Performance; Your Individualized Action Plan for Implementing Good Practices and Best Practices Discussed throughout the Program; Enhanced Program Recommendations; <b>Workshop 3;</b> Advanced Issues 2; Setting up Early warning system to Provide Decision Support System</p>
MBS3733	<b>Conducting Business Surveys</b>	Under Revision. Please see <a href="http://www.eurotraining.com/plist/psumm/auditing-training-summ-3w.pdf">www.eurotraining.com/plist/psumm/auditing-training-summ-3w.pdf</a> or email: <a href="mailto:regn@eurotraining.com">regn@eurotraining.com</a>
MNC7003	<b>Management Analysis and Operational Auditing Skills</b>	<p>You will learn about the Best Worldwide Practices Management Analysis &amp; Operational Auditing Skills: Methodology; Planning; Tools and Technology Issues; Implementation Management; This program will lead you along the road to become a qualified Management Consultant and it will empower you to advise Corporate Management on how to...: Identify Corporate Problems in Specific Areas; To Analyze Audit those Problem/Improvement Areas; Recommend Solution Strategies, Methodology and Tactics.; Improving Organizational Performance the Challenges; Strategic Focus; Good Management Practices; Process Approach; Process Analysis; Benchmarking; Process Documentation &amp; Communications; Checking Process for Compliance with Strategy; Checking Process for Compliance with Good Practices; Checking Process for Compliance with Best Practices; Identifying, Prioritizing &amp; Reporting Performance Gaps; Getting Buy-in by Line Managers and Executives; Implementing Gap Filling Projects through Line Managers; Monitoring Gap Filling Projects; Institutionalizing the</p>

# Management Analysis and Operational Audit Center

Analyzing and Auditing Organizational Vision, Strategy, Policies, Processes, SOP, KPI, SLA, Contractual, Culture, Technology, Partnership and Alliances, Customer Satisfaction, Risk Management,, IT Services, Fraud Prevention, Regulatory Compliance

## 3 Weeks Training Programs List

**Euro Training Ltd 2016-2017-2018**

3422 Old Capitol Trail #1116, Wilmington, DE 19808, USA WhatsApp 14154305181 Tel: 415 251 1367 Fax/Voice Mail: US +1 650 6492689

Program Code	Program Name (Click to Access Website Brochure with Current Dates)	Program Content Summary
		<p>Improvements; Recognition &amp; Reward Systems that Work; Program Recommendations. Workshop Case Studies 1; Program Recommendations. Advanced Discussions on Program Topics; Workshop Case Studies 2; Program Recommendations; An Individualized Action Plan for each Participant. <b>Workshop 1</b>; Outline Action Plan to Implement Program Communicated Good and Best Practices; <b>Workshop 2</b>; Advanced Topics. More Details on Some Above Issues Important for Participants (Customized for each Participant Group); Increasing Productivity through Using Standard Forms, Templates and Checklists; Performance Management System to Measure Level of Performance in the Processes, we will develop the KPIs for the Above Processes; Planning &amp; Implementing a Departmental/Functional Knowledge Base? Key to Achieving Quality Service Performance/Repeatability and Superior Performance; Your Individualized Action Plan for Implementing Good Practices and Best Practices Discussed throughout the Program; Enhanced Program Recommendations; <b>Workshop 3</b>; Advanced Issues 2; Setting up Early warning system to Provide Decision Support System</p>
MPM3683	Auditing Maintenance Contracts	Under Revision. Please see <a href="http://www.eurotraining.com/plist/psumm/auditing-training-summ-3w.pdf">www.eurotraining.com/plist/psumm/auditing-training-summ-3w.pdf</a> or email: <a href="mailto:regn@eurotraining.com">regn@eurotraining.com</a>
ODF7103	Operational Audit and Performance Evaluation of Process Production Facilities	<p>This Program builds strong Performance Analysis, Auditing and Management Skills in the participants. It will build capabilities for verifying that the organization's policies, objectives, plans, processes, written procedures and all other elements of organization activities are being implemented, and are operating, effectively? Achieving your organization's strategic goals. You will Understand the Behaviour &amp; Performance Required for Recognition in Your Department and Organization ; This program will also help you Identify Continuous Improvement Opportunities by?: Building a high level of understanding of all organization processes including for each process: What? How? Why? When? Risks? Impact on Strategic Goals? Following a Very Practical Checklist approach to make learning relevant and applicable to On-the-Job Performance Needs. Showing what is involved to bring organization's operations in Compliance with Good Management Practices and ISO-9001 requirements.; Understanding Process Plant Performance; Identifying the Process Plant Processes; Understanding Internal &amp; External Customer Expectations from Each process; Understanding Strategic Performance; Understanding the Key Performance Indicators; Identifying Leadership Performance; Identifying the Process Plant Leadership Processes; Step by Step Auditing the Process Plant; Analyzing the Audit Findings; Supporting the Operational Audit Findings; Selling the Audit Findings to its Customers; Supporting Implementation of Operational Audit Findings; Evaluating</p>

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		<p>Follow-up Success; Reporting Follow-up Success; Documenting the Process Plant Operational Audit &amp; Analysis Process; Program Recommendations. Workshop Case Studies 1; Program Recommendations. Advanced Discussions on Program Topics; Workshop Case Studies 2; Program Recommendations; An Individualized Action Plan for each Participant. <b>Workshop 1</b>; Outline Action Plan to Implement Program Communicated Good and Best Practices; <b>Workshop 2</b>; Advanced Topics. More Details on Some Above Issues Important for Participants (Customized for each Participant Group); Increasing Productivity through Using Standard Forms, Templates and Checklists; Performance Management System to Measure Level of Performance in the Processes, we will develop the KPIs for the Above Processes; Planning &amp; Implementing a Departmental/Functional Knowledge Base? Key to Achieving Quality Service Performance/Repeatability and Superior Performance; Your Individualized Action Plan for Implementing Good Practices and Best Practices Discussed throughout the Program; Enhanced Program Recommendations; <b>Workshop 3</b>; Advanced Issues 2; Setting up Early warning system to Provide Decision Support System</p>
PA2043	Operational Project Performance Evaluation Audit	<p>This Program builds strong Project Analysis, Auditing and Management Skills in the participants. It will build capabilities for verifying that the organization's policies, objectives, plans, processes, written procedures and all other elements of Project activities are being implemented, and are operating, effectively? Achieving your organization's strategic goals; This program will also help you Identify Continuous Improvement Opportunities by?: Building a high level of understanding of all project processes including for each process: What? How? Why? When? Risks? Impact on Strategic Goals? Following a Very Practical Checklist approach to make learning relevant and applicable to On-the-Job Performance Needs. Showing what is involved to bring project operations in Compliance with ISO-9001:2008 requirements.; The Nature of Projects; Project Performance Problems; Risks on Projects; Organizational Procedures and Contract Administration; Understanding Continuous Improvement as applied to Projects: Company Strategic Direction? Clarify Strategic Objectives? Determine Unit of Competitive Advantage. What to Improve? What not to Improve? How to establish Improvement Priorities?; Implementing Continuous Improvement. Including: Setting up measurement standards - How will we know we have achieved the set goal? Implementation, Communication, Organizing and Motivation Issues. Change Management.; Proactive Decision Support Systems for Projects.; Conducting an Operational Project Performance Analysis or Audit ; Current Developments Advanced Issues: Risk Based Audits Risk Management; Self Control Assessment; Selling Audit Reports Recommendations; New Tools Techniques; Business Process Continuous Improvement Methodology; ISO-9000 Internal Audits; TQM; Audit Planning: Establishing Scope Objectives;</p>



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		<p>Preliminary Review of System; Identifying Key Performance Indicators; Preparing Tentative Audit Program; Operational Audit: Reviewing Operating Policies Documentation, Confirming Procedures; Observing Operating Functions Activities; Examining Financial Operating Plans and Reports; Testing Accuracy of Operating Information; Testing Controls; Advanced Project Auditing of Construction, Maintenance EPC Contracts: Pre-Contract Award; Post Contract Award; Construction Plan; Close Out Hand Over to Operation; Advanced Issues: Validating the Analysis Process; Validating Key Performance Indicators; Auditing: Progress Monitoring; Progress Reporting; Progress Measurement; Scheduling; Progress Payment; Cost Control; QA/QC/Quality Audits; Change Orders; Value Engineering; Contractual Issues Handling; Audit Control Procedures for:- Third Party Audits: Inspections; Certifications. Evaluation of Findings; Making and Selling Audit Recommendations; Change Management; Understanding and Managing Resistance to Improvement Recommendations.; Program Recommendations. Workshop Case Studies 1; Program Recommendations. Advanced Discussions on Program Topics; Workshop Case Studies 2; Program Recommendations; An Individualized Action Plan for each Participant. <b>Workshop 1;</b> Outline Action Plan to Implement Program Communicated Good and Best Practices; <b>Workshop 2;</b> Advanced Topics. More Details on Some Above Issues Important for Participants (Customized for each Participant Group); Increasing Productivity through Using Standard Forms, Templates and Checklists; Performance Management System to Measure Level of Performance in the Processes, we will develop the KPIs for the Above Processes; Planning &amp; Implementing a Departmental/Functional Knowledge Base? Key to Achieving Quality Service Performance/Repeatability and Superior Performance; Your Individualized Action Plan for Implementing Good Practices and Best Practices Discussed throughout the Program; Enhanced Program Recommendations; <b>Workshop 3;</b> Advanced Issues 2; Setting up Early warning system to Provide Decision Support System</p>
PCP7103	Management Analysis and Operational Audit of Refineries, Petro-Chemical and Chemical Process Plants	<p>This Program builds in Participant Strong Performance Analysis, Auditing and Management Skills on Refinery and Petro-Chemical Plants. It will build capabilities for verifying that the organization's policies, objectives, plans, processes, written procedures and all other elements of organization activities are being implemented, and are operating, effectively? Achieving your organization's strategic goals; This program will also help you Identify Continuous Improvement Opportunities by?: Building a high level of understanding of all organization processes including for each process: What? How? Why? When? Risks? Impact on Strategic Goals? Following a Very Practical Checklist approach to make learning relevant and applicable to On-the-Job Performance Needs. Showing what is involved to bring organization's operations in Compliance with Good Management Practices &amp; ISO-9001</p>

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		<p>requirements.; Performance Issues on Refineries &amp; Petro-Chemical Process Plants; Process Plant Processes; Understanding Performance Expectations from Each Refineries &amp; Petro -Chemical process; Plant Strategic Performance; Plant Key Performance Indicators; Identifying the Risks on Plants; Step by Step Auditing the Refineries &amp; Petro -Chemical Process Plant; Analyzing the Audit Findings; Supporting the Operational Audit Findings; Selling the Audit Findings to its Customers; Supporting Refineries &amp; Petro - Chemical Audit or Analysis Implementation of Operational Audit Findings; Evaluating Follow-up Success; Reporting Follow-up Success; Documenting the Refineries &amp; Petro -Chemical Process Plant Operational Audit &amp; Analysis Process; Program Recommendations. Workshop Case Studies 1; Program Recommendations. Advanced Discussions on Program Topics; Workshop Case Studies 2; Program Recommendations; An Individualized Action Plan for each Participant. <b>Workshop 1</b>; Outline Action Plan to Implement Program Communicated Good and Best Practices; <b>Workshop 2</b>; Advanced Topics. More Details on Some Above Issues Important for Participants (Customized for each Participant Group); Increasing Productivity through Using Standard Forms, Templates and Checklists; Performance Management System to Measure Level of Performance in the Processes, we will develop the KPIs for the Above Processes; Planning &amp; Implementing a Departmental/Functional Knowledge Base? Key to Achieving Quality Service Performance/Repeatability and Superior Performance; Your Individualized Action Plan for Implementing Good Practices and Best Practices Discussed throughout the Program; Enhanced Program Recommendations; <b>Workshop 3</b>; Advanced Issues 2; Setting up Early warning system to Provide Decision Support System</p>
PMM2323	Auditing Oil and Gas Marketing Department	Under Revision. Please see <a href="http://www.eurotraining.com/plist/psumm/auditing-training-summ-3w.pdf">www.eurotraining.com/plist/psumm/auditing-training-summ-3w.pdf</a> or email: <a href="mailto:regn@eurotraining.com">regn@eurotraining.com</a>
POW3803	Operational Audit and Performance Evaluation of Power Generation Plants	<p>This Program builds a strong Power Generation Facility Performance Analysis, Auditing and Management Skills in the participants.; This program will also help you Identify Continuous Improvement Opportunities by?: Building a high level of understanding of all organization processes including for each process: What? How? Why? When? Risks? Impact on Strategic Goals?; Power Plant Management Processes ; Power Plant Technical Processes; The Nature of Power Plant Performance Problems.; Risks on Power Generation Facilities; Understanding Power Plant Performance Strategies; Clarify Strategic Objectives; What to Improve? What not to Improve? How to establish Improvement Priorities?; Implementing Continuous Improvement on Power Plants; Setting up Performance Measurement standards; Organizing in Power Plants; Motivation</p>

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Program Code	Program Name (Click to Access Website Brochure with Current Dates)	Program Content Summary
		<p>Implementation on Power Plants; Effective Communication on Power Plants; Power Plant Risk Based Audits &amp; Risk Management; Power Plant Performance Assessments; Selling Your Power Plant Audit Reports Recommendations; Compliance in Power Plant Processes with Good Practices; Implementing Continuous Improvement on Power Plants; Analysis of Power Plant Audit Needs from Documents; Planning a Power Plant Operational Audit; Preparing Tentative Audit Program; Performing Operational Analysis of Power Generation Facility ; Reviewing Operating Policies Documentation; Confirming Procedures Observing Operating Functions, Activities &amp; Processes; Examining Power Facility Financial Operating Plans and Reports.; Testing Accuracy of Operating Information; Testing Controls in Power Plant; Validating the Analysis Process; Validating Key Performance Indicators; Different Production Facility Arrangements; Analyzing the Major Processes; Audit Control Procedures for:- Third Party Audits: Inspections; Certifications; Evaluation of Findings; Making and Selling Analysis Recommendations; Understanding and Managing Resistance to Improvement Recommendations; Implementing Audit Findings; Program Recommendations. Workshop Case Studies 1; Program Recommendations. Advanced Discussions on Program Topics; Workshop Case Studies 2; Program Recommendations; An Individualized Action Plan for each Participant. <b>Workshop 1</b>; Outline Action Plan to Implement Program Communicated Good and Best Practices; <b>Workshop 2</b>; Advanced Topics. More Details on Some Above Issues Important for Participants (Customized for each Participant Group); Increasing Productivity through Using Standard Forms, Templates and Checklists; Performance Management System to Measure Level of Performance in the Processes, we will develop the KPIs for the Above Processes; Planning &amp; Implementing a Departmental/Functional Knowledge Base? Key to Achieving Quality Service Performance/Repeatability and Superior Performance; Your Individualized Action Plan for Implementing Good Practices and Best Practices Discussed throughout the Program; Enhanced Program Recommendations; <b>Workshop 3</b>; Advanced Issues 2; Setting up Early warning system to Provide Decision Support System</p>
QA1033	<p><b>Implementing and Auditing QA ISO-9001 Systems</b></p>	<p>The main objective of this program is to develop practical capability in Internal Auditing of Quality Assurance and TQM systems.; This program develops skills: preparing review of procedures, checklists, effective reporting and expertise in Quality Improvement Methodologies.; This program covers the worldwide Good and Best Practices in Implementing and Auditing QA ISO-9000 Systems; Quality Assurance Methodology; Auditing Methodologies; ISO-9001 Requirements; Understanding Continuous Improvement; Quality Assurance Tools; Quality Improvement Tools; Operational Quality Auditing Skills: Examining Skills; Questioning Skills; Audit Tools and Techniques: Data gathering Ground-rules, Latest techniques-</p>

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		<p>Benchmarking, Data analysis-understanding self-assessment data; Evaluating; Effective Reporting that Sells; Follow-up and Continuous Improvement; Managing the Quality Audit: Planning an Audit; Organizing the Conduct of Audit; Communicating Objectives ? other auditors and auditees; Directing an Audit Team ; Setting up Early warning system to Provide Decision Support Data; Workshop Case Studies 1; Workshop Case Studies 2; Program Recommendations; An Individualized Action Plan for each Participant. Program Recommendations. Workshop Case Studies 1; Program Recommendations. Advanced Discussions on Program Topics; Workshop Case Studies 2; Program Recommendations; An Individualized Action Plan for each Participant. <b>Workshop 1</b>; Outline Action Plan to Implement Program Communicated Good and Best Practices; <b>Workshop 2</b>; Advanced Topics. More Details on Some Above Issues Important for Participants (Customized for each Participant Group); Increasing Productivity through Using Standard Forms, Templates and Checklists; Performance Management System to Measure Level of Performance in the Processes, we will develop the KPIs for the Above Processes; Planning &amp; Implementing a Departmental/Functional Knowledge Base? Key to Achieving Quality Service Performance/Repeatability and Superior Performance; Your Individualized Action Plan for Implementing Good Practices and Best Practices Discussed throughout the Program; Enhanced Program Recommendations; <b>Workshop 3</b>; Advanced Issues 2; Setting up Early warning system to Provide Decision Support System</p>
QKM8383	Operational Auditing-Knowledge Management System	<p>Simplest definition of knowledge is - reusable work products. Knowledge includes the experience of leading organizations worldwide, your organization, the operational auditing department and the employees; Knowledge management is a systematic approach to identifying, collecting, communicating, using and updating the reusable work products that apply to your operational auditing business units. To ease implementation this program shows you the step-by-step methodology to collect your operational auditing knowledge and make it available for decision making.; Understanding what risk management knowledge is; What difference knowledge will make to your operational auditing business units performance; Identifying risk management knowledge for your organization; Collecting operational auditing knowledge; Communicating operational auditing knowledge throughout your organization.; Making knowledge available in an easily reusable form; Monitoring the operational auditing knowledgebase; Continuous system for updating your operational auditing knowledgebase; Knowledge management team system; Using IT technology for knowledge management system; Legal and Contractual issues in knowledge management system; Intellectual property issues in knowledge management system; Security and confidentiality aspects of a knowledge management system; Human and motivational aspects of knowledge management success; Workshop: Prepare</p>



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		<p>Implantation Plan for Your operational auditing Knowledge Management System; Setting up Early warning system to Provide Decision Support Data; Workshop Case Studies 1; Workshop Case Studies 2; Program Recommendations; An Individualized Action Plan for each Participant. Program Recommendations. Workshop Case Studies 1; Program Recommendations. Advanced Discussions on Program Topics; Workshop Case Studies 2; Program Recommendations; An Individualized Action Plan for each Participant. <b>Workshop 1</b>; Outline Action Plan to Implement Program Communicated Good and Best Practices; <b>Workshop 2</b>; Advanced Topics. More Details on Some Above Issues Important for Participants (Customized for each Participant Group); Increasing Productivity through Using Standard Forms, Templates and Checklists; Performance Management System to Measure Level of Performance in the Processes, we will develop the KPIs for the Above Processes; Planning &amp; Implementing a Departmental/Functional Knowledge Base? Key to Achieving Quality Service Performance/Repeatability and Superior Performance; Your Individualized Action Plan for Implementing Good Practices and Best Practices Discussed throughout the Program; Enhanced Program Recommendations; <b>Workshop 3</b>; Advanced Issues 2; Setting up Early warning system to Provide Decision Support System</p>
XRM9633	Operational-Risk Management	<p>This program provides the participant a range of practical skills to analyze and understand Operation Department risk management needs. It also helps devise strategies for the fulfillment of knowledge and skill requirements of the participants department/organization.; Participant will take away a detailed understanding of the step-by-step methodology for preparing Operation Department risk management plan.; Understanding Operation Department risk management; Operation Department risk management vocabulary; Understanding the Operation Department business environment and context; Comprehensive identification of known, emerging and hidden Operation Department risks; Determining Operation Department risk appetite; Analyzing the Operation Department risks; Evaluating the Operation Department risks; Preparing Operation Department risk treatment recommendations; Approved Operation Department risk treatment plans; Analyzing the residual risks after treatment plan; Preparing an Operation Department risk control plan; Controlling the Operation Department risks; Management reporting of Operation Department risk status; Coordinating with &amp; consulting stakeholders; Getting management commitment for Operation Department risk management; Setting up and using an Operation Department risk management team; Setting up a good management system framework of Operation Department risk management; Setting up a Operation Department risk management knowledgebase ; Personalized Operation Department risk management assignment/workshop; Setting up Early warning system to Provide Decision Support Data; Workshop Case</p>

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		<p>Studies 1; Workshop Case Studies 2; Program Recommendations; An Individualized Action Plan for each Participant. Program Recommendations. Workshop Case Studies 1; Program Recommendations. Advanced Discussions on Program Topics; Workshop Case Studies 2; Program Recommendations; An Individualized Action Plan for each Participant.</p> <p><b>Workshop 1;</b> Outline Action Plan to Implement Program Communicated Good and Best Practices; <b>Workshop 2;</b> Advanced Topics. More Details on Some Above Issues Important for Participants (Customized for each Participant Group); Increasing Productivity through Using Standard Forms, Templates and Checklists; Performance Management System to Measure Level of Performance in the Processes, we will develop the KPIs for the Above Processes; Planning &amp; Implementing a Departmental/Functional Knowledge Base? Key to Achieving Quality Service Performance/Repeatability and Superior Performance; Your Individualized Action Plan for Implementing Good Practices and Best Practices Discussed throughout the Program; Enhanced Program Recommendations; <b>Workshop 3;</b> Advanced Issues 2; Setting up Early warning system to Provide Decision Support System</p>
XRM9923	Organizational Risk Management Training Workshop	<p>In this program you will learn about...: Organization's Exposure to Risks; Risk Analysis &amp; Exposure Liability; Converting Risks into \$; Risk Retention and Transfer Strategies; Insurance; Contracts; Hedging; Contingency Planning; Setting Up a Risk Early-Warning System; Aligning Risk Management with Organizational Mission, Vision, Strategic Objectives, Quality Policies and Requirements. Specific Areas where you, your section, your department or your organization can take a Leadership Role in Organizational Risk Management.; (Day-by-Day Content will be Customized by the Program Director based on Participant Profile); Organization's Exposure to Risks; Risk Analysis &amp; Exposure Liability; Converting Risks into \$; Risk Retention and Transfer Strategies; Insurance; Contracts; Hedging; Contingency Planning; Setting Up a Risk Early-Warning System; Aligning Risk Management with Organizational Mission, Vision, Strategic Objectives, Quality Policies and Requirements.; Specific Areas where you, your section, your department or your organization can take a Leadership Role in Organizational Risk Management.; Developing Your Risk Action Plan.; Setting up Early warning system to Provide Decision Support Data; Workshop Case Studies 1; Workshop Case Studies 2; Program Recommendations; An Individualized Action Plan for each Participant. Program Recommendations. Workshop Case Studies 1; Program Recommendations. Advanced Discussions on Program Topics; Workshop Case Studies 2; Program Recommendations; An Individualized Action Plan for each Participant. <b>Workshop 1;</b> Outline Action Plan to Implement Program Communicated Good and Best Practices; <b>Workshop 2;</b> Advanced Topics. More Details on Some Above Issues Important for Participants (Customized for each Participant Group);</p>

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		Increasing Productivity through Using Standard Forms, Templates and Checklists; Performance Management System to Measure Level of Performance in the Processes, we will develop the KPIs for the Above Processes; Planning & Implementing a Departmental/Functional Knowledge Base? Key to Achieving Quality Service Performance/Repeatability and Superior Performance; Your Individualized Action Plan for Implementing Good Practices and Best Practices Discussed throughout the Program; Enhanced Program Recommendations; <b>Workshop 3</b> ; Advanced Issues 2; Setting up Early warning system to Provide Decision Support System