# **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

Program Code	Program Name (Click to Access Website Brochure with Current Dates)	Obtain a Printable (pdf) Version from Website
BCD5724	Business Continuity after Disaster Management	Print
BCM5724	Business Crisis Management	Print
BEN4414	Practical Step by Step Implementing Benchmarking	Print
BIS 6704	Preparing Your Departmental 5 Year Information Technology Plan	Print
BIS 6954	Annual Review of Your 5 Year Information technology Plan	Print
BMI2054	Business Management Performance Improvement Skills	Print
BSC3334	Developing Balanced Scorecards and KPIs from Organizational Strategy	Print
BUD9004	How to Reduce Costs Operational Budgets by 20% + Without Disrupting Work?	Print
CCL5404	Cross Cultural Leadership Strategy and Implementation	Print
CLE3804	Law for the Entrepreneur and Business Executive	Print
COM8774	Computer Skills for Engineers and Managers	Print
CPD6544	Corruption Prevention and Detection Management in your Organization	Print
CRC3934	Cost Reduction Through Contingency Planning	Print
CSR6444	Managing Corporate Social Responsibility Projects	Print
DDS 3324	Developing Departmental 5 Year Strategic Plan from Organizational Strategy	Print
ENT2904	Engineering for Non-Technical Supervisors and Managers	Print
EQA2444	Improving Effectiveness of Engineering and Maintenance Departments	Print
ETE4444	E-Technologies for Middle and Top Managers	Print
EXE7024	Strategic Strategies for Performance Improvement	Print
FMC8534	Facilities Management of Large Commercial & Office Buildings	Print
HPM5544	Management Skills for High Performing Managers & Leaders	Print
HPM5554	Leadership Skills for High Performing Managers	Print

## Management Analysis and Operational Audit Center Analyzing and Auditing Organizational Vision, Strategy, Policies, Processes, SOP, KPI, SLA, Contractual,

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Program Code	Program Name (Click to Access Website Brochure with Current Dates)	Obtain a Printable (pdf) Version from Website
HPM5564	Leadership Skills for Top Management and Executive Hopefuls	Print
HPM5574	Essential IT & Knowledge Management Skills for High Performing Managers	Print
HPM6404	Developing Management and Leadership Skills	Print
HPM6504	Leadership, Vision and Strategic Implementation	Print
HPM6524	Developing Managerial Skills for Leaders	Print
HP M9004	Dynamics of Leadership	Print
IAT3834	Aligning Information Technology with Organizational Business Strategy	Print
IBA8714	Internet Business Applications for Managers	Print
IS O90004	Step by Step Implementing ISO9001 in Your Business Unit	Print
ITM5104	Mobile Applications to Increase Productivity for your Business or Industry	Print
LSS 5004	Essential Leadership Skills for Supervisors & Managers	Print
MAA1054	Developing Emotional Intelligence for Leadership Excellence	Print
MAA2904	Multi-Discipline Engineering Knowledge for Managers & Supervisors	Print
MAA3654	Best Practices in Managing and Leading Innovation	Print
MAA4014	Developing Your Leadership Skills	Print
MAA4024	A-Z of Managing Services - Processes, Analysis, Operational Audit, Improvement Planning & Management	Print
MAA4034	A-Z of Organizational Productivity Improvement - Processes, Methods, Analysis, Implementing Initiatives & Improvement	Print
MAA4054	Managing Projects for Identifying & Reducing Wasteful Practices	Print
MAA4064	Managing Application of Latest Technology in your Organization or Department	Print
MAA4084	A-Z of Business Strategy Development - Processes, Methods, Analysis, Implementing Initiatives & Improvement	Print
MAA4094	Developing Strategic & Operational Focused Work Culture	Print

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Program Code	Program Name (Click to Access Website Brochure with Current Dates)	Obtain a Printable (pdf) Version from Website
MAA4114	Managing the Image of your Organization or Department	Print
MAA4124	Internal & External Customer Satisfaction Improvement Action Planning	Print
MAA6014	Mastering Strategic Management & Leadership	Print
MAA6304	Developing Your Professional Leadership	Print
MBP7004	Modelling Business Processes	Print
MBP9004	Benchmarking and Improving Your Business Processes	Print
MCF4784	Customer Oriented Management for Admission Enrolment and Registration Officers	Print
MCN1154	Win-Win International Commercial Negotiations	Print
MCP4434	Middle Management Skills Development Program	Print
MDL3834	Becoming a 360 Degree Leader	Print
MMB7404	Modern Museum Management Best Practices	Print
<b>MMI</b> 4034	101 Management Improvement Ideas you Can Also Use	Print
MOF8644	Operations Focused Management - Process Based Management	Print
MS A8614	Facilities Management of Large Commercial & Office Buildings	Print
MSC8304	Managing & Leading Strategic Communication	Print
MSP5504	Best Practices in Strategic Planning & Management	Print
MSS4814	Developing Essential Supervisory Skills	Print
MTS 3704	Developing Team Leadership Skills	Print
PE3044	Professional English Communications for Customer Relations Staff	Print
QA1044	Effective TQM & Continuous Improvement Implementation	Print
QA2444	Practical TQM Implementation Step by Step Methodology	Print
QAM2814	Customer Oriented Management of Your Administration Department	Print

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QAT5004	Quantification of Quality Losses & Costs - Costs of Not Doing It Right First Time	Print
QBP6554	Implementing Best Practice Processes in your Work and Organization	Print
QCM0464	Configuration Management of Your High Tech Systems	Print
QGM5554	Step by Step Methodology for Implementing Good Management Practices in your Work and Organization	Print
QKM8184	Knowledge Management System for Increasing Productivity & Effectiveness of Your Business Operations Department	Print
QKM8334	Knowledge Management System for Your Community Relations Management System	Print
QME4724	Motivating Staff by Promoting Entrepreneurship among your Employees	Print
QQQ4604	Implementing Good & Best Practices For Internal Customer Satisfaction & Delight	Print
RMB6704	Effective Business Risk Management	Print
RPC4004	Resource Planning for Your Business Unit or Project	Print
S MI7884	Strategic Management of Innovation	Print
SMT8884	Strategic Management of Technology	Print
SQA2454	Implementing Quality Assurance & TQM in Service Departments or Industry	Print
TMS 9014	Implementing Quality Assurance and Knowledge Management in Your Business Unit	Print
WCU4134	Creating Work Culture Suitable for your Business Strategies	Print
WEB8714	Preparing Your Business 5 Year Internet Strategy	Print
WPI9004	Providing Leadership through Improving Work Processes	Print
XRM9774	Managing Risk to Organizational Image and Brand	Print
XRM9794	Managing Community Relations Related Risks	Print
XRM9904	Organizational Risk Management Strategies and Methodologies	Print