

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

5 Days (1 Week) Training Programs List

Program Code	Program Name (Click to Access Website Brochure with Current Dates)	Program Content Summary
BCD5725	Business Continuity after Disaster Management	Under Revision. Please see www.eurotraining.com/plist/psumm/management-training-summ-1w.pdf or email: regn@eurotraining.com
BCM5725	Business Crisis Management	Under Revision. Please see www.eurotraining.com/plist/psumm/management-training-summ-1w.pdf or email: regn@eurotraining.com
BEN4415	Practical Step by Step Implementing Benchmarking	?Benchmarking consist of identifying what process you want to improve finding organizations that perform this process well, measuring which organizations do it best and their level of performance on the identified process, and study methods of identified organizations and apply them with suitable alteration to the work.?, This program shows you how you can practically implement Benchmarking in your organization, department or section. Though the concept of benchmarking is simple enough? the problem comes in its implementation? Data and Measurement issues to be specific., Benchmarking Vocabulary and Terminology, Benchmarking Methodologies, Understanding and Collecting Information on Best Industry Practices , Tools and Techniques , Management System for Applying Benchmarking , Benchmarking Project : , Management System , Identifying Improvement Process , Finding Organization that do this process well , Measuring Level of Performance , Study Process , Prepare Plan to Apply in your Organization , Implement Process Change , Measure Effectiveness , Make Improvement Permanent , Auditing Benchmarking Projects, Program Recommendations
BIS6705	Preparing Your Departmental 5 Year Information Technology Plan	The participant will learn how to Prepare, Sell and Implement an IT Technology Strategic Plan for his Business Unit, The participant will learn about the Methods, Techniques, Good Practices and Best Practices in IT Strategic Planning. The participant should go away with a step by step approach to preparing a IT Strategic Plan for his Business Unit., Organizational IT Vision, IT Technologies, IT Software and Hardware, Future IT Technologies, Identifying Organizational IT Strategic Options, Developing Organizational IT Strategy, Identifying IT Strategic Projects for Organization, Prioritizing IT Technology Projects, Preparing the IT Plan, Preparing the IT Strategic Implementation Plan, Reviewing the IT Strategic Plan, Updating the IT Strategic Plan, Reporting IT Strategic Plan Progress, Program Recommendations

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BIS6955	Annual Review of Your 5 Year Information Technology Plan	Under Revision. Please see www.eurotraining.com/plist/psumm/management-training-summ-1w.pdf or email: regn@eurotraining.com
BMI2055	Business Management Performance Improvement Skills	This training program provides you an Opportunity to Learn and gain expertise in "How to Improve your Organization /Department/ Section Performance!" Most of the Skills and Expertise provided by Top Management Consultants for a huge fee? , 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 centre of customer excellence. Program Covers Best Industry Practices, Latest Tools and Techniques., What is Superior Performance?, The Program will first focus on understanding the critical processes going on in your organization and identifying the problem areas for management attention., Business Partners Processes, Understanding Business Strategy, Understanding Corporate Image, Understanding Corporate Work Culture, Understanding Customer Satisfaction, Leadership Skills , Performance Analysis, Productivity Enhancement, Service Units? Performance, Wasted Resources, Good Practice Framework, Best Practice Incorporation into Work Processes, Strategic Contribution Incorporated into Business Processes, Program Recommendations
BSC3335	Developing Balanced Scorecards and KPIs from Organizational Strategy	The Truly Strategic Way to measure performance of Employees, Departments and Business Units is by measuring their contribution to Organizational Strategic Objectives., This program shows you how to practically understand this technique and gain a multi-discipline understanding of the issues involved. The program is intended for personnel involved in developing, implementing and communicating Balanced Scorecards and relevant KPI's in their Departments and Organizations., Identifying the Objectives of your Organization, Strategic Initiatives for your Department, Identifying the Key Success Factors for the Strategic Initiatives, Understanding the Processes Leading to Internal & External Customer Satisfaction, Identifying Technology that Supports the Initiatives, Identifying the Departmental Culture required for Achievement of the Strategic Initiatives, Identifying Motivation Plan for the Initiatives, Identifying Human Resource Development Needs for the Initiatives, Developing KPI's that support the Initiatives, Developing the Balanced Scorecard, Validating the KPI's and Scorecard, Scorecard Implementation Strategy,

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		Overcoming Resistance to KPI and Scorecard Implementation, 4 Day Workshop where you will prepare a Balanced Scorecard for a Department in Your Organization or For a Senior Executive.
BUD9005	How to Reduce Costs Operational Budgets by 20%+ Without Disrupting Work?	This program draws on the experience of countless companies to present a simple and straightforward approach to reducing costs. No particular previous experience or training is required for this program - except for a basic understanding of business processes., It sets out a clear, step-by-step approach, with detailed examples and practical suggestions at every stage. It also provides all the “ammunition” necessary to convince a Board of Directors, the Chief Executive, or the senior management team, of the need to conduct a Cost Reduction Analysis and Value Analysis & Engineering, as well as the tools to act on the analysis results., How to measure costs and value?, How to Identify and eliminate unnecessary, waste, rework and other hidden cost?, How to create value using processes that frees up budgets allocated for alternate processes creating the same value., How to Target improvements in your processes?, How to Develop consistent measures?, How to set up an Early-warning-System to warn about Budget Over-runs?, How to Consolidate the Cost Reduction and Value Creating Project into an Execution Plan Document?, Case Studies, Program Recommendations
CCL5405	Cross Cultural Leadership Strategy and Implementation	Under Revision. Please see www.eurotraining.com/plist/psumm/management-training-summ-1w.pdf or email: regn@eurotraining.com
CLE3805	Law for the Entrepreneur and Business Executive	Under Revision. Please see www.eurotraining.com/plist/psumm/management-training-summ-1w.pdf or email: regn@eurotraining.com
COM8775	Computer Skills for Engineers and Managers	This program will provide the participant exposure and understanding of New Computer technologies, applications and methodologies that will help them improve their productivity, the productivity of their sections or departments, They will also be able to effectively manage their employees? where their subordinates substantially depend on computers to their job., Communication & Collaboration Tools, Writing Tools, Planning Tools, Knowledge Management Tools, Productivity Hardware & Software, Productivity Templates, Building Reusable Work Products Database, Building Information eLibrary, Access to eLibraries, Competency Building Audio Knowledgebase,

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Program Code	Program Name (Click to Access Website Brochure with Current Dates)	Program Content Summary
		Competency Building Video Knowledgebase, eMentoring, Online Training, Online Professional Resources Access, Cost Effective Methods, Converting Your Expertise Into Business Opportunity using IT, Program Recommendations
CPD6545	Corruption Prevention and Detection Management in your Organization	Under Revision. Please see www.eurotraining.com/plist/psumm/management-training-summ-1w.pdf or email: regn@eurotraining.com
CRC3935	Cost Reduction Through Contingency Planning	Planning Process for All Types of Projects, Risk Management and Contingency Planning Good Practices., The Planning Problem? Predicting the Future, Understand Planning Processes , Costs and Planning , Risks on Project, Understand Contingency Planning., How to Practically Implement Contingency Planning on Your Projects, How to Practically Implement Contingency Planning Obligation for Contractors and Consultants on Your Projects, How to Build Contingency Planning Capacity in your Staff., Monitoring for Risks, Responsibility for Risks & Contingency Plans, Lessons Learnt Reporting, Program Recommendations
CSR6445	Managing Corporate Social Responsibility Projects	Under Revision. Please see www.eurotraining.com/plist/psumm/management-training-summ-1w.pdf or email: regn@eurotraining.com
DDS3325	Developing Departmental 5 Year Strategic Plan from Organizational Strategy	Long Term Planning is essential to become world-class organizations. This program show you in a Step-by-Step Manner how you can prepare a 5 year Strategic for your Department using any available Organizational Strategic Plan, Mission, Vision Statements and Executive Interviews (including questions to ask)., You will get a multi-discipline understanding of your organizations business strategy: Business Environment, Economic Factors, Technology, Regulatory, Social, Globalization and Manpower., Understanding Objective of Organizations, Identifying the Objectives of your Organization, Strategic Initiatives for your Department, Identifying Projects for Achieving Strategic Initiatives, Strategic Project Implementation Strategy, Implementing Individual Strategic Projects, Monitoring Strategic Projects, Evaluating Strategic Project Success, Preparing your Departmental 5 Year Strategic Plan, Revising and Updating your

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		Strategic Plan, Program Recommendations
ENT2905	Engineering for Non-Technical Supervisors and Managers	<p>This program will provide the participant a Good Understanding of Engineering Technology, Methods, Processes, Decision making and Good and Best Practices. This knowledge will help the participant understand and consider the technical stakeholder views, This Engineering knowledge will lead to more cooperation and lesser conflict between Technical and Non-Technical Staff in your Organization. Program is intended for Supervisors and Managers including those in Finance, Administration, Audit, Quality, Human Resources, Procurement, Marketing, Document Management, Inventory, Security, Environment, Safety?, Understanding Engineering Principles, Chemical Engineering Principles & Vocabulary, Civil Engineering Principles & Vocabulary, Electrical Engineering Principles & Vocabulary, Metallurgical Engineering Principles & Vocabulary, Computer Hardware Engineering Principles & Vocabulary, Software Engineering Principles & Vocabulary, Other Engineering? Principles & Vocabulary, Petroleum Upstream Operations, Petroleum Down Stream Operations, Maintenance Department Technologies, Engineering Department Technologies, Projects Department Technologies, Security Department Technologies, Safety Department Technologies, Environmental Department Technologies, Utilities Department Technologies, Power Generation Department Technologies, Other Departments Technologies, Engineering Principles by Organizational Processes, Engineering Principles as applied to Product Design, Engineering principles as Applied to Service Design, Engineering Cost Benefit Analysis, Program Recommendations</p>
EQA2445	Improving Effectiveness of Engineering and Maintenance Departments	<p>This Program's Design Objectives were to research, compile and keep updated at one place the best worldwide methodologies in Engineering & Maintenance Department Management and have the same available to industry as a set of two training programs. This program follows case study approach: This narrowly focused training program is targeted at the special needs of the Design, Engineering and Maintenance Departments; It shows the special yardsticks that are used to measure their performance and effectiveness in meeting organizational goals and internal customer requirements; Effective use of the many tools for each of these steps; Program aims to make the participant an Informed Empowered Professional in his department., This program emphasizes meeting and exceeding internal and external customer expectations. By successfully doing this you will have turned your organization or</p>

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		<p>department into a centre of customer excellence., Maintenance Department the Key Objectives, Maintenance Customer Expectations, Maintenance Quality Assurance, Maintenance Continuous Improvement, Maintenance Business Processs, Maintenance Service Delivery Process, Maintenance Performance Analysis, Maintenance Checklists, Maintenance Nonconforming Works , Maintenance Corrective Action Control , Maintenance Records , Information Technology Tools? IT Systems and Hand held devices, Using Consultants, Coordinating with Stakeholders, Preparing Departmental Policy, Procedures and Operating Manual, Good Management Practices Implementation Case Study. , Program Recommendations</p>
ETE4445	E-Technologies for Middle and Top Managers	<p>New IT Technologies and Methods are providing tremendous opportunities for Organizations, Business Units and Departments to increase their productivity, effectiveness, cost reduction and customer experience., This program fills the manager key knowledge gap faced in organizations which often leads to Managers being unwilling to support new IT based initiatives that can otherwise help the organization achieve its strategic objectives., Business Success Factors, Strategies for Business Success, Differentiation using eTechnologies, Cost Advantage using eTechnologies, Customer Service using eTechnologies, Quality using eTechnologies, Partnerships using eTechnologies, Synergies using eTechnologies, Logistics using eTechnologies, Innovation using eTechnologies, Productivity using eTechnologies, Marketing using eTechnologies, Building Other Strategic Advantages using eTechnologies , Case Studies, Program Recommendations</p>
EXE7025	Strategic Strategies for Performance Improvement	<p>Establishing Corporate Strategies; Implementing Strategies; Monitoring Implementation; Evaluation Audit of Strategy Establishing Implementation Process. You will learn about the Best Worldwide Practices in Establishing Evaluating Strategies for Performance Improvement; Methodology; Planning; Tools and Technology Issues; Management of Performance Improvement Projects, Well-designed, clearly communicated and properly implemented strategies will help your organization achieve good financial returns. The program is designed to:- Help management think and act strategically in the search for future growth and competitiveness; It will help you learn lessons from the most successful organizations and to apply these; The framework, tools and techniques discussed will guide the development and implementation of strategies which should help you get closer to</p>

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		<p>the customer, and create positions of strategic relationship., Understanding Strategy and Strategic Issues, Methodology for Establishing Corporate Strategy , Step-by-Step Preparing a 5 Year Strategic Plan, Strategic Planning & Implementation Processes, Supporting Tools, Establishing Corporate Strategies, Developing your List of Possible Strategic Objectives, Implementing Strategies, Monitoring Implementation, Evaluation Audit of Strategy, Establishing Implementation Process Management of Performance Improve., Implementation Plan, Strategy Implementation Management, Program Recommendations;</p>
FMC8535	Facilities Management of Large Commercial & Office Buildings	<p>Increasingly Facilities are Becoming Large and Complex, making the Job of Providing Efficient Services very demanding. With Customer Expectations Increasing? There is a need to provide Seamless, Friendly, Secure and Environmentally Sustainable services. , All this is required to Improve Business Operations and Help Achieve the Organization's Strategic Objectives. This program is designed to provide the skills and understanding professional Facility Managers will need in order to help meet the above needs., Understanding the Role of Facilities in Helping Achieve Organizational Strategic Objectives, Modern Building Systems and New Technologies that Need Managing, Laws & Regulations Applicable to Facility Management, Facility Management Methods and Technologies, Planning for Facility Management, Organizing for Facility Management, Understanding the Customers and their Needs and Expectations., Managing Risks in Facilities, Setting Up a Quality Assured Facilities Management System, Controlling Facility Management Operations, Improving Facilities Management, Motivation and Empowering the Facility Management Staff, Business Continuity & Disaster Management, Outsourcing Facility Management Processes, Managing Outsourced Service Providers, Specific Strategic for Long Term Success, Program Recommendations</p>
HPM5545	Management Skills for High Performing Managers & Leaders	<p>This program provides the Managers and Supervisors the Skills Required to Assist their Department or Organization Meet its Current Operational Targets. High performing managers are those who stand out because of the demonstrated systematic working and facilitating high efficient working in their area? Employees and Chief Executives don't like managers who waste their time., A unique program empowering you to take the first step to playing a leadership role in your organization, your department or your section - to the benefit of your organization and your own career advancement. Leadership is not</p>

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		<p>possible without a strong Manager Performance., (Subject to Customization based on Participant Group), Program Overview, Manager Role vs Leadership Role? A Unique Simplified Practical Understanding, Understanding Good Management, Understanding High Performing Manager Attributes., Planning for Meeting Current Targets, Organizing & Delegating for Meeting Current Targets, Motivation for Meeting Current Targets, Establishing Procedures & Other Documentation for Meeting Current Targets, Coaching, Mentoring & Training for Meeting Current Targets, Resolving Problems for Meeting Current Targets, Performance Evaluation for Meeting Current Targets, Coordinating with Other Stakeholders for Meeting Current Targets, Evaluating & Reporting Progress Towards the Current Targets, The Happy Manager Attributes, Program recommendations</p>
HPM5555	Leadership Skills for High Performing Managers	<p>Most Managers are evaluated as average by their peers and superiors even though they possess good job specific skills and perform their job adequately. High Performing managers are those who stand out because of the vision they promote and legacy they establish in their department or organization. , In this program we will understand these processes, develop methodology for choosing your legacy and understand the process of implementation of a leadership plan. A unique program empowering you to play a leadership role in your organization, your department or your section - to the benefit of your organization and your own career advancement., High Performing Leader Attributes., Difference Between Manager & Leader, Understanding Leadership, Providing Vision/Direction, Mobilizing People towards a Vision/Their legacy, Building Teams to Support the Vision/Their legacy, Demonstrate Technical Credibility in Vision/Their legacy, Resisting Temptation to focus on Solving Problems in Way of Vision/Their legacy, Not Relying on Formal Authority to move staff towards the Vision/Their legacy, Having a Cause to Champion? their Vision/Their legacy, Keeping Informed of the Changing Business Environment? Hoe it Impacts the Vision/Their legacy, Continually Improving Work Processes, Supporting Innovation, Mobilization of Staff from Different Work Cultures, Assigning Strategic Work to Staff, Strategic Focus, Choosing a Legacy- Understanding Leadership Opportunities, Walking the Talk, Implementing legacy in Your Work, Implementing Legacy in Your Department/Organization, Evaluating Success in Implementing Legacy, Program Recommendations</p>

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HPM5565	Leadership Skills for Top Management and Executive Hopefuls	<p>Most Top Managers are evaluated as average by their peers and superiors even though they possess good job specific skills and perform their job adequately. High performing Top Management are those who stand out because of the legacy they establish in their organizations. In this program we will understand these processes, develop methodology for choosing your legacy and understand the process of implementation of a leadership plan. A unique program empowering you to play a leadership role in your organization, your department or your section - to the benefit of your organization and your own career advancement., For the Various Management Standards you will learn: What it Means? How to Do? (Step by Step); How not to Do? A Step-by-Step Implementation; How to Leverage your Employees and Organizational Resources to build your performance capability. After attending the 2 week program you should have an action plan to implement when on your job. The action plan is developed individually (during the program) to suite your organizational structure and culture., Difference Between Manager & Leader, Understanding Leadership, High Performing Leader Attributes., Strategic Focus, Choosing a Legacy-Understanding Leadership Opportunities, The main inhibitors to leadership development., How to identify the competencies most vital to the leaders in your company?, Walking the Talk, Implementing legacy in Your Work, Implementing Legacy in Your Department/Organization, Evaluating Success in Implementing Legacy, The Emphasis in this program is towards developing the Participant's Own Leadership Plan., Leadership Assessment Method for Your Employees, Program Recommendations</p>
HPM5575	Essential IT & Knowledge Management Skills for High Performing Managers	<p>In a globalize knowledge economy huge opportunities have arisen to increase productivity, improve performance, reduce costs and empower the work force. To be a high performing manager you simply have to understand and appreciate the impact of these technologies and methodologies. IT and these opportunities are tied very closely. This program is designed to fill this skills gap which is commonly found in Managers., Vision 2030 is an understanding of what Organizations are likely to Look like, How they will Operate and be Managed in the year 2030. , IT in Globalize Organizations, Vision 2030, Your Organization or Department in 2030, eApproach to Quality Assurance Approach, eApproach to Process Management, eApproach to Customer Focus, The 24x7x365 Organization Business Models, Customer eService Improvement, Productivity Improvement through eTechnologies, Decision Support Information through eSystems, eEnabling:</p>

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		Collaboration, Team Working, Project Management, Document Management, Promoting Innovation & Supporting Research & Development, IT Needs Analysis for your Organizational Processes, Activities and Products, Effective IT System Implementation for your Department, Your Action Plan for Vision 2030 , Program Recommendations
HPM6405	Developing Management and Leadership Skills	Under Revision. Please see www.eurotraining.com/plist/psumm/management-training-summ-1w.pdf or email: regn@eurotraining.com
HPM6505	Leadership, Vision and Strategic Implementation	Under Revision. Please see www.eurotraining.com/plist/psumm/management-training-summ-1w.pdf or email: regn@eurotraining.com
HPM6525	Developing Managerial Skills for Leaders	Under Revision. Please see www.eurotraining.com/plist/psumm/management-training-summ-1w.pdf or email: regn@eurotraining.com
HPM9005	Dynamics of Leadership	This program will help the participant understand what it takes to build a Leadership Position for himself in his organization, social group and family. How to create a unique vision for himself and build it into a Legacy., The program takes you through the Step-by-Step methodology to develop your Leadership Standing in your Work & Social Environment. It helps you understand and develop a Leadership Legacy, Credibility, Strategic Focus, Implementation Skills and Follower Base., Understanding what it will take you to succeed., Understanding what it will take your organization to succeed., Possible Strategic Vision Opportunities , Knowing Yourself, Selecting your Vision & Legacy Goals, Walking the Talk, Building Credibility, Implementation Planning for your Vision, Selecting & Building Your Team, Building Support, Implementing your Vision, Coaching in your Vision, Motivating others towards the Vision, Celebrating Early Successes, Implementing in Wider Area, Setting Up a System to Support Innovation, Program Recommendations
IAT3835	Aligning Information Technology with Organizational Business Strategy	Under Revision. Please see www.eurotraining.com/plist/psumm/management-training-summ-1w.pdf or email: regn@eurotraining.com

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IBA8715	Internet Business Applications for Managers	You will learn about the Best Worldwide Practices in Internet Business Applications Managers are using to Multiply Efficiency, Grow and Minimize Cost., The biggest on-going business revolution is on - It is time we all sit up and see how the Internet will impact our own business. We read and hear a lot about the revolution being brought by the Internet - But How to prepare an internet strategy for your organization? Program will introduce the Manager to the Tools that can be considered by his Department or Organization to maximize the benefits on the Internet? as so many Leading organizations are doing worldwide., The Opportunities, Industry Best Practices , What Internet can do for you and your business?, How your competitors are using the Internet., Your Web Strategy., Improving Service Quality using the Internet, Reaching Out to Your Customers, How you can Reduce your Costs by Using the Internet, Doing Business Safely on the Internet, Order Taking Accepting Payment on the Internet, Some Ideas on Business you can do on the Internet, Sources of Information, Your Web-Site Setup: Requirements, Design, Development Deployment and Planning., Evaluating Effectiveness of your Internet Strategy, Program Recommendations
ISO90005	Step by Step Implementing ISO9001 in Your Business Unit	You will learn how to implement ISO9001 in your organization without a consultant. Should you plan to use a consultant this program will show you how to get the better out of the \$ you spend on the consultant., Step by Step Methodology and Use of Provided Checklist will enable you to quickly understand and Implement ISO9001., Understanding Customer Focus Approach to Management, Understanding ISO-9001 Quality Assurance Standards, Implementation Checklists , Process Identification, Process Documentation, Implementation Plan for ISO-9001, Implementation Team Building, Monitoring and Control of Implementation Project, Do's and Don't s in Implementation, Internal Auditing of Implementation Project, The Road Ahead after ISO-9001 - TQM, Benchmarking, Excellence and Exceeding Customer Expectations, Setting up Early Warning System to Provide Decision Support Data, Program Recommendations
ITM5105	Mobile Applications to Increase Productivity for your Business or Industry	Under Revision. Please see www.eurotraining.com/plist/psumm/management-training-sum-1w.pdf or email: regn@eurotraining.com

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LSS5005	Essential Leadership Skills for Supervisors & Managers	Leadership is all about providing direction for your team. Leaders commit to Implementing Good & Best Practices, Creating & Implementing Innovation, Setting the Example, Creating Great Teams and Feeling of Job Satisfaction in their Areas., This program will provide you the Essential Skills that will help you create a work culture that will bring productivity, job satisfaction and innovation to your department. This program is a basic leadership program typically useful for professionals before they are asked to assume supervisory or management responsibilities. It meets the ISO9001 requirements for Basic Proven Capabilities of Supervisors and Managers before independent supervisory work assignment., Understanding Good Management and Leadership, Good Management Practices and Checklist, Best Management Practices & Checklist, Leadership Processes and Checklist, A Continual Improvement System Methodology, A System for Commitment & Supporting Innovation, Systematic Organizing of Leadership Work, Effective Communications, Competency based Delegating of Leadership Work, Leadership Process Resource Planning & Management, Individualize Motivating, Problem Solving for Leaders, Promoting Team-working on Leadership Projects, Coaching by Leaders, Leadership Performance Evaluation, Program Recommendations
MAA1055	Developing Emotional Intelligence for Leadership Excellence	Under Revision. Please see www.eurotraining.com/plist/psumm/management-training-summ-1w.pdf or email: regn@eurotraining.com
MAA2905	Multi-Discipline Engineering Knowledge for Managers & Supervisors	This program provides the Manager or Supervisor the Practical Engineering Understanding of the Most Common & Often Applied Engineering Principles that Move Industry and Business. The program will empower the manager with the knowledge required to Understand and Lead Technical Staff., The program is considered essential training for Engineers and Other members of Problem Solving, Incident Investigation, Improvement and Value Engineering Teams., Why Understand Engineering Principles, Principles by Engineering Discipline: Chemical Engineering; Civil Engineering; Electrical Engineering; Metallurgical Engineering; Computer Hardware Engineering; Software Engineering; Other Engineering, Engineering Principles by Organizational Departments: Petroleum Upstream Operations; Petroleum Down Stream Operations; Maintenance

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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

5 Days (1 Week) Training Programs List

Program Code	Program Name (Click to Access Website Brochure with Current Dates)	Program Content Summary
		Department; Engineering Department; Projects Department; Security Department; Safety Department; Environmental Department; Utilities Department; Power Generation Department; ..Other Departments, Engineering Principles by Organizational Processes, Engineering Principles as applied to Product Design, Engineering principles as Applied to Service Design, Engineering Cost Benefit Analysis, Recommendations Regarding Creating Multi-discipline Engineering Awareness in Organization/Department
MAA3655	Best Practices in Managing and Leading Innovation	Under Revision. Please see www.eurotraining.com/plist/psumm/management-training-summ-1w.pdf or email: regn@eurotraining.com
MAA4015	Developing Your Leadership Skills	This program provides the participant the Road Map to Develop his/her Leadership Skills. Leadership skills are among the hardest to assess or measure objectively. Typically, senior executives will trust their own instincts when judging leadership ability - making it difficult to implement a company-wide program of training and improvement., This program covers the methodology for: determining which competencies are required for leadership success; measuring the performance of the company's employees; need to develop leadership skills at all levels; development of improvement plans for leadership skills., Difference Between Manager & Leader, Understanding Leadership, High Performing Leader Attributes., Strategic Focus, Choosing a Legacy- Understanding Leadership Opportunities, The main inhibitors to leadership development., How to identify the competencies most vital to the leaders in your company?, Walking the Talk, Implementing legacy in Your Work, Implementing Legacy in Your Department/Organization, Evaluating Success in Implementing Legacy, The Emphasis in this program is towards developing the Participant's Own Leadership Plan., Leadership Assessment Method for Your Employees, Program Recommendations
MAA4025	A-Z of Managing Services - Processes, Analysis, Operational Audit, Improvement Planning & Management	This program recognizes that service is becoming a more important aspect of satisfying customers (internal and external), managers should be looking at ways of maximizing the effectiveness of service management., This Program provides the required skills and tools for: Recognizing importance of satisfying internal and external customers; Improving effectiveness of service departments; Effective use of service resources; Measuring quality of service; Risk assessment of service functions; Implementing Customer Satisfaction Processes in

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5 Days (1 Week) Training Programs List

Program Code	Program Name (Click to Access Website Brochure with Current Dates)	Program Content Summary
		your Organization or Department, Service Quality & Perception Issues, Service Industry Good Practices, Some Best Practices for Service Organizations & Departments, Service Quality Analysis & Management Tools, Process Approach, Strategic Approach, Setting Service Quality Targets? SLAs, KPI?, Meeting Customer Expectation Processes, Implementing Customer Expectation Processes, Processes for Exceeding Customer Expectations or Customer Delight, Implementing Continuous Improvement, Reward and Recognition Systems that Work for Employees and Customers, Program Recommendations
MAA4035	A-Z of Organizational Productivity Improvement - Processes, Methods, Analysis, Implementing Initiatives & Improvement	Measuring of company's ability to use resources efficiently and effectively; Understanding the productivity concept; Relationship of productivity and strategic goals, Identification of Productivity Improvement Opportunities; Implementation and Monitoring of Productivity Improvement Opportunities., Practical Issues , Industry Methodologies, Standards Best Practices , Process Approach, Process Mapping, How to apply productivity measures to any goods or services?, The steps to a full productivity analysis, How to use Value Chain and Business Process Analysis?, How to put the Analysis in a strategic context?, Objective data sources, How to set and assess group/department objectives within the Analysis?, Create consistent measures across your firm to plot progress by department, Learn the keys to performance measurement, Apply the Criteria for Quality, Cost and Timeliness, Use the Benchmarking tools to cut waste and build productivity. , Planning Issues , Technology Issues , Information Technology Issues , Management Information Needs and Related Systems , Implementing Improvements , Case Studies, Program Recommendations
MAA4055	Managing Projects for Identifying & Reducing Wasteful Practices	This program helps you analyze how much resources your organization is currently wasting by not implementing improvement opportunities. You learn how you can put \$ amounts to customer satisfaction (internal and external) delay in provision of a product or service time spent expediting or correcting errors etc.. All these that were previously considered immeasurable., This program also looks at the approach you will follow subsequent to the analysis to take advantage of identified opportunities., The Wasteful Practices Issues, Process Approach, Customer Focus, Identifying Wasted Resources, Measuring Wasted Costs, Measuring Hidden Costs, Developing Measurement Consistency, Targeting the Significant Wasted Resources, Projects &

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5 Days (1 Week) Training Programs List

Program Code	Program Name (Click to Access Website Brochure with Current Dates)	Program Content Summary
		Initiatives for Reducing Identified Waste, Planning Waste Reducing Projects , Looking for Waste Reduction Technologies, Looking for Applicable Information Technology Tools, Management Support Requirements , Communications to Management on Progress & Results, Responsibility for Implementing Improvements , System of Recognition & Rewards that Works, Program Recommendations
MAA4065	Managing Application of Latest Technology in your Organization or Department	This program discusses: Understanding your company's technology; determining which technologies should be priorities for your company; determining what aspects of the company can be called technologies..., Program Provides Systematic breaking technologies down into component parts, Problems with Technology Adoption, Industry Standards, Process Approach, Strategic Approach, Analysis of Technologies you use and apply, Strategy Review, Core Competency Review, Analyzing Your Technology Base, Technology Knowledgebase, Analyze how well you Develop/Exploit different technologies, How to anticipate skill needs?, How to spot technologies that underpin your position?, How to use the stage-by-stage assessment to rank technologies and define their maturity, competitive position and competitive impact?, How to identify the resources and time required to achieve improvement - and the likely return on investment?, Technology Planning Issues , Specific Technology Issues in Your Business , Information Technology Adoption Issues , Management Commitment for Technology Review & Adoption, Implementing Technology Improvement Projects , Case Studies, Program Recommendations
MAA4085	A-Z of Business Strategy Development - Processes, Methods, Analysis, Implementing Initiatives & Improvement	This program provides the participant an understanding and methodology for Preparing & Updating Departmental/Organizational Strategy, Identifying strategic initiatives/projects., Program also covers assessing a strategy's ability to be effective, Preparing Strategy Implementation Plan, Recommending and prioritizing initiatives and allocating resources., How Your Organization Will Succeed in Meeting its Vision, Mission & Objectives?, Understanding Strategy, Industry Standard Methodologies , Organizational Purpose, Vision, Mission, SWOT Analysis, Conducting Workshops for Identifying the Strategies, Strategy Implementation Action Plan Preparation, How well does your strategy work - for your company - and for individual business units?, Does it get results? If it fails in some areas - which ones? and why?, How good is your strategy-making process at gathering opinions and delivering strategies that win wide support and drive growth?, How

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5 Days (1 Week) Training Programs List

Program Code	Program Name (Click to Access Website Brochure with Current Dates)	Program Content Summary
		<p>well your business strategy is aligned with company needs?, How to target resources according to company capabilities and capacity - identify any potential mismatch?, How to Improve the way you develop new strategies?, Pinpoint discrepancies in the way your business strategy is implemented, and the results it delivers. , Measuring Performance in Implementing Strategy, Systems of Reward and Recognition that Work to Motivate Employees towards Strategy Input and Performance Contribution., Implementing Improvements in Strategy Formulation, Updating and Implementation Processes, Case Studies, Program Recommendations</p>
MAA4095	<p>Developing Strategic & Operational Focused Work Culture</p>	<p>You will learn how to Understand Organizational Culture, Impact of Culture on successfully implementing Strategic Initiatives, and, Common Misunderstandings., Program will provide a Step-by-step methodology for Analyzing Organizational Culture, Implementing Improvements and Once Developed Preserving Desirable Aspects of the Culture., What is organizational culture? , Impact this culture has on organization's performance and achievement of Strategic Objectives? , Identifying your Organizations Real Detailed Strategic Objectives, Analyzing the Work Culture required to Achieve the Strategic Objectives , How our improvement initiatives should be tailored to work for our organization. , Essential Cultural Attributes for a 21st Century Globalized Organization including the Work Culture Universal Good Practices and Potential Beneficial Best Practices. , Culture Improvement Methodology using an easy step-by-step approach, Checklists for Culture Analysis & Improvement, Culture Audit to find the Gaps between the Required Culture and the Existing Work Culture, Formulating Projects for Creating the Required Organizational Culture and Sub Cultures in Various Units, Project Planning and Scheduling for Culture Change Projects, Case Studies, Program Recommendations</p>
MAA4115	<p>Managing the Image of your Organization or Department</p>	<p>In this program the participant will gain practical knowledge to: Understand and Implement desired Organizational Image, Understand Impact of Image in the Business Environment, and, How to Analyzing effectiveness of a current identity in Meeting the Strategic Objectives., The program also covers: How to determine what changes in Image should be Prioritized; Implementing Image Change, and, Evaluating effectiveness of the Image Change., Importance of Organization Image, Image Building Processes, What Investors & Customers Really Think About Your Organization's Image? , The elements of your corporate identity , How to manage your Identity? , The key tasks for the</p>

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5 Days (1 Week) Training Programs List

Program Code	Program Name (Click to Access Website Brochure with Current Dates)	Program Content Summary
		Analysis team , How to interview outsiders and employees? , How to check how people see your department/company? , How to Analyze communication materials? , How to develop and implement an Identity Program to correct problems and improve management controls? , If you already have an Identity Program, How to assess its effectiveness? , Planning Image Building & Enhancing Activities , Image Building Tools and Technologies , Using Information Technology , Management Reports on Image Health of the Organization, Implementing Image Improvement Projects , Creating a Culture to Build & Sustain Organizational/Department Image, Motivating Staff through Recognition & Reward Systems for Image Enhancement Contribution,
MAA4125	Internal & External Customer Satisfaction Improvement Action Planning	This program will provide the participant the knowhow to: Understand & Provide Customer Satisfaction; Understand Cost of Not Satisfying Customers; Understand Customer Satisfaction Measures and for Measuring Performance., This program will provide all the understanding to become Customer Focused in Your Work Area? Whatever it Might be., Perceived Difficulty Satisfying Customers, Who are the Customers?, What will Satisfy the Customers?, What will Exceed the Satisfaction of Your Customers?, How to Measure the True Satisfaction Levels of Your Internal & External Customers?, How to analyze customer satisfaction? , How to set service standards? , How to grade customer expectations? , How to realign company systems to become Customer Focused? , Benchmarking: Evaluate competitor strengths and customer ratings , Compare your capabilities with customer expectations , Analyze cost, benefits and risks of Not satisfying Customers, Setup an Improvement Team , Identify Improvement Opportunities, Prioritize opportunities , Set Targets and results , Allocate resources, Plan the Implementation , Customer Support Technology , Customer Support Information Technology, Management Expectations Regarding Customer Satisfaction , Reporting to Management? Customer Focused Results, Implement Improvements through Line Managers, Program Recommendations
MAA6015	Mastering Strategic Management & Leadership	Under Revision. Please see www.eurotraining.com/plist/psumm/management-training-sum-1w.pdf or email: regn@eurotraining.com
MAA6305	Developing Your Professional Leadership	Under Revision. Please see www.eurotraining.com/plist/psumm/management-training-sum-1w.pdf or email: regn@eurotraining.com

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5 Days (1 Week) Training Programs List

Program Code	Program Name (Click to Access Website Brochure with Current Dates)	Program Content Summary
MBP7005	Modelling Business Processes	This a practical application oriented Training Program the objective is to develop in the participant the ability to Study, Understand, Model, Analyze, Evaluate Performance and Identify his Business Process Improvement Opportunities., The participants will be encouraged to apply the above skills to the processes existing in his Section, Department or Organization during the Program Exercises and Workshops., Identifying your Business Processes, Documenting the Business Processes, Key Success factors in Your Processes, Modeling your Processes, Analyzing your Processes with respect to International Good and Best Practices, Understanding how to Develop KPIs for your Processes, Understanding How to Evaluate Performance of Your Processes, Understanding IT Assisted Process Monitoring and Control, Understanding Identify Improvement Opportunities, Implementing Process Improvements, Program Recommendations
MBP9005	Benchmarking and Improving Your Business Processes	This a practical application oriented Training Program the objective is to develop in the participant the ability to Study, Understand, Model, Analyze, Evaluate Performance and Implement Business Process Improvement Opportunities as Projects and Initiatives., The participants will be encouraged to apply the above skills to the processes existing in his Section, Department or Organization during the Program Exercises and Workshops., Identifying your Business Processes, Understanding Documenting the Business Processes, Understanding the Key Success factors in Your Processes, Understanding Modeling your Processes, Understanding Analyzing your Processes with respect to International Good and Best Practices, Understanding how to Develop KPIs for your Processes, Understanding How to Evaluate Performance of Your Processes, Implementing IT Assisted Process Monitoring and Control, Implementing Your Business Process Improvement Opportunities, Evaluating Process Improvement Projects, Program Recommendations,
MCF4785	Customer Oriented Management for Admission Enrolment and Registration Officers	This program provides the participant the range of practical skills to analyze, understand and Implement a Customer Focused Admissions, Enrollment & Registration Process in his Organization or Department., The program provides the knowhow to incorporate into the work: Customer Focus Strategic Focus, eTools and Real Time Performance Management., Understanding Customers, Admission, Enrollment & Registration Officers Recruitment, Universities, Commercial & Government Service Registration Processes, Understanding Customer Needs & Expectations, Understanding the Process for Meeting the Real

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5 Days (1 Week) Training Programs List

Program Code	Program Name (Click to Access Website Brochure with Current Dates)	Program Content Summary
		Needs of the Customer, Understanding the Process for Meeting the Expectations of the Customer, Understanding the Process for Exceeding Customer Expectations., Customer Focus Processes, Customer Feedback Process, Real Time Customer Feedback Process, Acting on Customer Feedback Process, Converting a Dissatisfied Customer to Exceeded Expectation Customer Processes, Building Rapport with Internal & External Customers: Relationship Management; Complaint Management; Understanding, Program Recommendations
MCN1155	Win-Win International Commercial Negotiations	This is a step-by-step approach for Conducting International Negotiations to Achieve Your Strategic Objectives. Program covers Understanding Strategic Opportunities, Developing Negotiation Specific Strategic Objectives and Implementing these During Negotiations., While this program is designed for Commercial Negotiations the techniques will also benefit Non-Commercial Negotiators., Understanding Strategic Imperatives for Organization, Developing Negotiation Specific Strategic Objectives, Step by Step Negotiations Preparation & Implementation, Selecting & Preparing the Team, Pre-Negotiation Preparations, Understanding Perceptions vs Reality, Negotiation Agenda, Negotiating Presentations that Work, Negotiation Tricks People Play, Closing the Deal, Reporting Negotiation Lessons Learnt, Good & Best Practice Processes in International Negotiations, Case Studies, Program Recommendations
MCP4435	Middle Management Skills Development Program	This program provides the participant all the skills he will need to move to Middle Management Position from his present Junior Management or Department/Section Manager Role., Program Covers the Essential Manager and Leader Competencies the Professionals Must Have to be Considered Suitable for Promotion for Higher Management Responsibilities., Understanding Middle Management Role, Understanding and Developing Organizational Objectives., Translating Organizational Strategic Objectives into Your Middle Management Goals, Understanding Performance of Highly Rated Managers, Understanding the Process Approach to Management, Understanding Resistance to Change and Developing an Improvement Methodology that Overcome the Known Pitfalls to Change , Understanding and Implementing Minimum Good Management Practices for your Organization, Understanding the Concept of Best Practices, Investigating Best Practices to Apply in your Organization, Building your Organization Specific Knowledgebase of: Best Practices;

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5 Days (1 Week) Training Programs List

Program Code	Program Name (Click to Access Website Brochure with Current Dates)	Program Content Summary
		Domain Knowledge, Coaching your Way to Leadership, Building your Leadership Legacy, Program Recommendations
MDL3835	Becoming a 360 Degree Leader	Under Revision. Please see www.eurotraining.com/plist/psumm/management-training-sum-1w.pdf or email: regn@eurotraining.com
MMB7405	Modern Museum Management Best Practices	Under Revision. Please see www.eurotraining.com/plist/psumm/management-training-sum-1w.pdf or email: regn@eurotraining.com
MMI4035	101 Management Improvement Ideas you Can Also Use	Under Revision. Please see www.eurotraining.com/plist/psumm/management-training-sum-1w.pdf or email: regn@eurotraining.com
MOF8645	Operations Focused Management - Process Based Management	This program provides the participant the range of practical skills to analyze, understand and Implement an Operations and Service Focused Management System in his Organization or Department. , Aim of the program is to provide you the tools and knowledge for enhancing Productivity, Customer Satisfaction and Strategic Contribution., Understanding Your Operations & Production Key Aspects, Understanding Operation Needs & Expectations, Operations Focus Processes, Your Production & Service Work Processes, Operational Policies and Strategies, Process Management: Process Implementation; Support Processes; Program, Service, and Process Improvement, Good Management Practices, Operations Best Practices, Operational Effectiveness, Cost Control, Supply-Chain Management, Contingency Planning, Safety and Emergency Preparedness: Safety; Emergency Preparedness, Innovation Management, Program Recommendations
MSA8615	Facilities Management of Large Commercial & Office Buildings	This program shows the participant how to Study a Business Process, Break it down into Processes and Communicate the Performance Requirements Needs to Software Developers., It includes How to Convert User Requirements into Performance Requirements, Shows You How to Provide Business Needs Information to Software Developers, Business Process, Operational & Strategic Approach, Customer Focus, Good & Best Practices., The Business Analysis Problems, The Knowhow? How it is done?, Multi-discipline Aspects of Systems Analysis , The Business System Analyst's Strategic Objectives, The Business System Analyst Processes, The Business System Analysis Tools, Latest IT Technologies & Methodologies for

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5 Days (1 Week) Training Programs List

Program Code	Program Name (Click to Access Website Brochure with Current Dates)	Program Content Summary
		Business, Good Management Practices we need to see in every organization, Customer Focus Processes, Best Practices Processes, Identifying the Organizational Processes, Identifying the Performance Needs of Each Process, Identifying the Key Performance Indicators, Building a Business System Analysis Knowledgebase, Specific Strategies for Long Term Success, Program Recommendations
MSC8305	Managing & Leading Strategic Communication	Under Revision. Please see www.eurotraining.com/plist/psumm/management-training-summ-1w.pdf or email: regn@eurotraining.com
MSP5505	Best Practices in Strategic Planning & Management	Under Revision. Please see www.eurotraining.com/plist/psumm/management-training-summ-1w.pdf or email: regn@eurotraining.com
MSS4815	Developing Essential Supervisory Skills	Program provides the New and Seasoned Supervisor the skills he needs to get the best from his staff. Program emphasises strategies and action plans for creating a conducive work culture, inter-personal interactions and supervisor's credibility in order to achieve goals through staff. , The program includes issues of Motivation, Delegation, Coaching/Training, QA/QC Documentation, Solving day to day problems, Performance Reporting & Evaluation and Improvement Analysis., Planning, Delegating , Motivation, QA/QC Documentation, Communicating Work Methods, Coaching/Training, Team Building, Performance, Solving day-to-day problems, Promoting Improvements & Innovations, Motivating and Evaluation , Program Recommendations
MTS3705	Developing Team Leadership Skills	Under Revision. Please see www.eurotraining.com/plist/psumm/management-training-summ-1w.pdf or email: regn@eurotraining.com
PE3045	Professional English Communications for Customer Relations Staff	Enabling you to understand the professional message accurately Helping you express your customer relations related ideas clearly and professionally, Providing you professional confidence Helping faster learning through multiple tools and memory aids, Understanding your work processes (what customer relations professionals are expected to do), Customer relations terms, Knowing the customer relations vocabulary, Customer relations business situations, Practicing business situations, Professional phrases to communicate your message, Practicing clear handwriting methods, Customer relations business situations, Writing short informative phrases, Writing emails and

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5 Days (1 Week) Training Programs List

Program Code	Program Name (Click to Access Website Brochure with Current Dates)	Program Content Summary
		memos, Writing professional letters, Writing and editing customer relations reports, Program Recommendations
QA1045	Effective TQM & Continuous Improvement Implementation	Under Revision. Please see www.eurotraining.com/plist/psumm/management-training-sum-1w.pdf or email: regn@eurotraining.com
QA2445	Practical TQM Implementation Step by Step Methodology	<p>This program is intended to provide your Organization and your Department the In-house Capability to implement TQM or ISO-9001., This program is oriented towards Increasing Productivity and Quality by Implementing TQM/ISO-9000 in the Design, Engineering and Maintenance Departments. It will also provide the know-how for implementing TQM/ ISO-9000 as a Pilot Project so that at a later stage it can be Implemented throughout your organization., , In this program you will learn about, Major Practical Issues , Problems Faced , Customer Orientation , Future Trends , Industry Standard Terminology , Industry Methodologies, Standards Best Practices , Total Quality Management Overview. ISO9001, ISO9004-2. Product Standards: BS/DIN ... , Different Quality Standards applicable to Design, Engineering Maintenance Work. , Applicable Quality Management System Elements:- , Management Commitment Responsibility , Total Quality System for Design, Engineering Maintenance Activities. , Customer Contract/Requirements Review , Control of Design Activities (product services design and modifications) , Quality System Document Control (including using computer based document management system) , Ensuring Quality in Purchasing , Identification Traceability Issues , Design, Engineering and Maintenance Service Delivery Process (Planning Management) , Inspection Testing , TQM/ISO-9000 Requirements for Inspection Measuring Test Equipment being used. , Inspection Test Status of the Design, Engineering or Maintenance Activity. , Nonconforming Service and Corrective Action Control , Handling Storage Packaging Delivery , Requirements regarding Quality Records Maintenance , Internal Quality Audits Audit Checklists. , The Preliminary Audit: What will be required to be done in your organization., How to do Self Assessment of your Quality System. , Procedure for third party assessment, Assessment procedure. , Relationship of the TQM/ISO-9000 Quality Management System with Organization?s Management Information System. , Use of Computers. , Using Consultants to assist. Where they can and cannot help. , Coordinating Inputs with the other departments. ,</p>

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Program Code	Program Name (Click to Access Website Brochure with Current Dates)	Program Content Summary
		For Design, Engineering Maintenance Departments Preparing: , Quality Manual , Procedures to ensure Quality , Job Instructions , Forms Records , Preparing a Presentation: A Plan for ISO9001:2008Implementation in your department/organization. , Real-life Quality Management Implementation Case Study. , Business Mapping of Operations , Flow Charts , Quality Assurance TQM Issues , Planning Issues , Program Specific Technology Issues , Program Specific Information Technology Issues , Computerized Management System Implementation , Management Issues , Management Information Needs and Related Systems , Outsourcing , Implementing Improvements in your Departments Program Recommendations
QAM2815	Customer Oriented Management of Your Administration Department	Providing Skills for Improving effectiveness of the Administration Department is the primary focus of the program., This programs provides the participant skills for Applying and Managing Implementation of Customer Focus, IT Tools, Standardized Management Methodologies and Knowledge Management in his organization., New Management Methodologies: Quality Assured Management; User/ Customer Focus; Process Approach; Knowledge Management, Administration Work Processes: Good Practices; Best Practices, IT Tools for Increasing Effectiveness of Administration, Knowledge Management System for Administration, Manpower and Motivation Issues for Administration Section, Program Recommendations
QAT5005	Quantification of Quality Losses & Costs - Costs of Not Doing It Right First Time	You will learn about the Best Worldwide Practices Quantification of Quality Losses Costs, Quality Measures; Quality Cost Tools; Methodologies; Management of Quality Costing Projects, Quality Measures, Quality Cost Tools, Methodologies, Management of Quality Costing Projects, Program Recommendations
QBP6555	Implementing Best Practice Processes in your Work and Organization	In this program you will learn about Implementing Best Practice Processes in your Work and Organization Specific Areas where you, your section, your department or your organization can take a Leadership Role., This program provides a unique multidiscipline (Technical-Legal-Management-Audit-Finance) analytical approach enabling you to take effective decisions, Through this program Euro Training is providing you the benefits of the Best Practices it has researched and benchmarked organizations worldwide., These Businesses have applied the Best Industry Practices and have obtained Exceptional and sometimes Dramatic Improvements in Meeting their

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5 Days (1 Week) Training Programs List

Program Code	Program Name (Click to Access Website Brochure with Current Dates)	Program Content Summary
		short and long term Objectives., Program Recommendations
QCM0465	Configuration Management of Your High Tech Systems	You will learn about the Best Worldwide Practices in Configuration Management: Methodology; Planning; Tools and Technology Issues; Management of Configuration Management Projects; ISO, US MIL, CMM - Guidelines, This program provides a unique multidiscipline (Technical-Legal-Management-Audit-Finance) analytical approach enabling you to take effective decisions, International Configuration Management Practices , Configuration Management Methodology , Tools and Techniques , Configuration Identification, Configuration Control , Configuration Management Status Accounting , Subcontractor/Vendor Control , Program Phasing , Management Of Configuration Management , Management System for Applying Configuration Management , Configuration Management Project Stages, Auditing Configuration Management, Industry Specific Configuration Management, Case Study, Program Recommendations,
QGM5555	Step by Step Methodology for Implementing Good Management Practices in your Work and Organization	In this program you will learn about Implementing Good Management Practices in your work and Organization Fundamental Understanding of the Professional Issues: The Related Technology and Technical Issues; The Management Issues; The Work Processes; Professional Standards; Related Quality Assurance Methodology. , Aligning your Departmental, Process and Personal Objectives 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., Last 25 years have seen the standardization of Management Practices, Implementation Methodologies and their Effectiveness Evaluation Methods., This program provides information on the Database of such agreed good practices and shows the way to implement them in your area of work - which may be in your own work, your team, your section, your, Program Recommendations
QKM8185	Knowledge Management System for Increasing Productivity & Effectiveness of Your Business Operations	Simplest definition of knowledge is - reusable work products. Knowledge includes the experience of leading organizations worldwide, your organization, the contracts and legal 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 business operations business units. To ease implementation this program shows you the step-by-step methodology to collect your organizations knowledge and make it

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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

5 Days (1 Week) Training Programs List

Program Code	Program Name (Click to Access Website Brochure with Current Dates)	Program Content Summary
	Department	available for decision making., Understanding what business operations knowledge is, What difference knowledge will make to your business operations business units performance, Identifying business operations knowledge for your organization, Collecting business operations knowledge, Communicating business operations knowledge throughout your organization., Making knowledge available in an easily reusable form, Monitoring the business operations knowledgebase, Continuous system for updating your business operations 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 Implantation Plan for Your Business Operations Knowledge Management System, Program Recommendations
QKM8335	Knowledge Management System for Your Community Relations Management System	Simplest definition of knowledge is - reusable work products. Knowledge includes the experience of leading organizations worldwide, your organization, the contracts and legal 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 community business units. To ease implementation this program shows you the step-by-step methodology to collect your organizations knowledge and make it available for decision making., Understanding what community knowledge is, What difference knowledge will make to your community business units performance, Identifying community knowledge for your organization, Collecting community knowledge, Communicating community knowledge throughout your organization., Making knowledge available in an easily reusable form, Monitoring the community knowledgebase, Continuous system for updating your community 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 Implantation Plan for Your Community Knowledge Management System, Program Recommendations

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QME4725	Motivating Staff by Promoting Entrepreneurship among your Employees	In this program you will learn about... Fundamental Understanding of the Professional Issues. Aligning your Departmental, Process and Personal Objectives 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., What motivates employees? The answer is key to setting-up systems and processes that lead to superior performance by the employees. , Reality is every employee is different. What motivates them needs to be understood and analyzed in a systematic manner. This program helps you setup such a system., Entrepreneurship - where the employee strongly agrees he is one of the business owners - is one important and a often missing approach in organizations., This program will set-out the Different Alternate Strategies, Systems and Processes you need to implement to create Entrepreneurship in your organization. Program Recommendations
QQQ4605	Implementing Good & Best Practices For Internal Customer Satisfaction & Delight	This Unique program applies Euro Training's Quality Assurance System to Internal Customers to Guarantee a WOW Experience to your Customers every single time, This program provides a unique multidiscipline (Technical-Legal-Management-Audit-Finance) analytical approach enabling you to take effective decisions, Departmental Quality Control and Quality Assurance Systems, Knowledge System, Performance Measurement Systems setting up and measuring KPI, Setting up Continuous Improvement Systems, Program Recommendations
RMB6705	Effective Business Risk Management	Under Revision, Please see www.eurotraining.com or email regn@eurotraining.com
RPC4005	Resource Planning for Your Business Unit or Project	This program covers the worldwide Good and Best Practices in Resources Planning, This program provides a unique multidiscipline (Technical-Legal-Management-Audit-Finance) analytical approach enabling you to take effective decisions, In this program you will learn about Resources Planning, How to Plan Resource Needs of your Resources Planning: Organization; Department; Section; Project/s, Program Recommendations
SMI7885	Strategic Management of Innovation	This program covers the worldwide Good and Best Practices in Strategic Management of Innovation, This program provides a unique multidiscipline (Technical-Legal-Management-Audit-Finance) analytical approach enabling you to take effective decisions, Innovation

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5 Days (1 Week) Training Programs List

Program Code	Program Name (Click to Access Website Brochure with Current Dates)	Program Content Summary
		in World Class Organizations, Understanding your Organization's Competencies, System to Track Trends in "Your" Technology, Processes for Innovation Management: Creating Culture of Innovation; Continual Improvement; Research; Competency Building; New Process/Product Development (Improvement Identified to Customer), Understanding Synergy , Analyzing Prospective and Existing Alliances and Partnerships for Synergy Creation, Outsourcing and Innovation - how not to loose the touch, Outsourcing Contractual Arrangements, Innovation Audit, Program Recommendations
SMT8885	Strategic Management of Technology	Managing technology poses an ever greater challenge - how to maintain your competitive advantages in an increasingly globalized business environment, This program helps Management understand the Challenges and Management System Solutions that may make the difference between success and failure. The program will take a 360 degree look at Technology Issues and Opportunities for your organization and will cover..., Technology for World Class Organizations, Disruptive Technologies, Understanding your Organization's Core Technologies, Integrating Strategy and Technology, System to Track Trends in "Your" Technology, Processes for Technology Management: Technology Planning; Creating Culture of Innovation; Continual Improvement; Research; Licensing; New Product Development; Competency Building; New Product Development (Research to Customer), Understanding Synergy , Analyzing Prospective and Existing Alliances and Partnerships for Synergy Creation, Technology Outsourcing Issues, Technology Outsourcing Contractual Arrangements, Technology Audit, Program Recommendations
SQA2455	Implementing Quality Assurance & TQM in Service Departments or Industry	Service departments offer great opportunity for Quality Assurance and Quality Improvement. These departments have traditionally avoided reasonable measurement of performance - internal customer satisfaction - all this has now changed. Now dramatic measurable performance improvement in these areas has become possible - and it is measurable ! This program teaches the Analysis Methodology and Technology that makes this possible. After attending this program the participant will be able to guide such an implementation, he will be able to prepare the required implementation plans and checklists., Participants will normally be motivated personnel from all service departments including: Management, Engineering, Purchase, Utilities, Maintenance, Finance, Audit, Documentation, Administration,

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Program Code	Program Name (Click to Access Website Brochure with Current Dates)	Program Content Summary
		<p>Personnel, HRD, Accounting... This program provides the essential expertise needed to convert management policy on quality assurance into action to international Standards, What is TQM/ISO9001:2008?, What is Involved in TQM/ISO9001:2008(Services) Implementation?, TQM Overview. ISO9001:2008. ISO9004-2. Product Standards: BS, DIN ..., Elements of Quality System as Applicable to Service Industries Government Departments:, Management Responsibility: Quality Policy, Objectives, Responsibility, Authority Management Review., Personnel Material Resource Requirements: Motivation, Training, Communications., Quality System Structure, Interface with Internal External Customers, Service Brief, Feedback Action System., Service Design Control, Design Review, Design Validation and Design Change Control., Quality Documentation System its Control., Quality in Procurement, Purchaser Supplied Equipment, Service Identification Traceability, Service Delivery Process Control, Service Performance Analysis Improvement., Nonconforming Service Control and Corrective Action, Deliverables Control, Internal Quality Audit, Statistical Techniques., The Preliminary Audit., Abilities required from personnel, Program Recommendations</p>
TMS9015	<p>Implementing Quality Assurance and Knowledge Management in Your Business Unit</p>	<p>This program provides Senior and Middle Managers understanding of the Specific Actions they must take to Support, Guide and Lead their employees who have been given responsibility to implement Quality Assurance and Knowledge Management Systems in their Organization or Department., This program provides a unique multidiscipline (Technical-Legal-Management-Audit-Finance) analytical approach enabling you to take effective decisions, Understanding Quality Assurance, Understanding Knowledge Management, A Typical QA Assurance Implementation Plan, A Typical Knowledge Management Implementation Plan, Providing Policy Support, Providing Management Commitment, Management Reviews of Implementation Plans, Management Follow Up of Implementations, Management Review of Implementations, Leadership Activities to Support QA and Knowledge Management Implementations, Program Recommendations & Action Plan for Participants, Program Recommendations</p>
WCU4135	<p>Creating Work Culture Suitable for your Business Strategies</p>	<p>Under Revision. Please see www.eurotraining.com/plist/psumm/management-training-summ-1w.pdf or email: regn@eurotraining.com</p>

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WEB8715	Preparing Your Business 5 Year Internet Strategy	You will learn about the Best Worldwide Internet Strategies: Methodology; Planning; Technology Issues; Implementation Management; A Must for each Business Organization - All Organizations., This program provides a unique multidiscipline (Technical-Legal-Management-Audit-Finance) analytical approach enabling you to take effective decisions, All relevant topics for Setting up Your Internet Business Strategy., Program Recommendations
WPI9005	Providing Leadership through Improving Work Processes	Most of us do our jobs and we do it well. But how much recognition follows? Who are the employees who stand out in our organization? Who are the leaders?, Look around you there are many hard working managers, but management surveys tell us these are only considered as Mediocre Managers. The high performance ones are different ? they provide leadership through improving the work processes around them. This program provides you the understanding, methods and tools to enable you to aim at becoming a recognized high performer in your organization, Understanding the Leadership Concept, The Recognition Process, The Problem Areas, Understanding how Improvements are made in Work Processes, The Leadership Skills, Methods and Tools, The Improvement Skills, Methods and Tools, Analysis Methodology to understand your success level in Leadership Activities, Preparing an Action Plan for You (Workshop), Program Recommendations
XRM9775	Managing Risk to Organizational Image and Brand	This program provides the participant a range of practical skills to analyze and understand organizational image and brand 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 a corporate/departmental strategic organizational image and brand risk management plan., Understanding organizational image and brand risk management, Organizational image and brand risk management vocabulary, Understanding the organizational image and brand business environment and context, Comprehensive identification of known, emerging and hidden organizational image and brand risks, Determining organizational image and brand risk appetite, Analyzing the organizational image and brand risks, Evaluating the organizational image and brand risks, Preparing organizational image and brand risk treatment recommendations, Approved organizational image and brand risk treatment plans, Analyzing the residual risks after treatment plan, Preparing an organizational image and brand risk control plan,

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Program Code	Program Name (Click to Access Website Brochure with Current Dates)	Program Content Summary
		<p>Controlling the organizational image and brand risks, Management reporting of organizational image and brand risk status, Coordinating with & consulting stakeholders, Getting management commitment for organizational image and brand risk management, Setting up and using an organizational image and brand risk management team, Setting up a good management system framework of organizational image and brand risk management, Setting up a organizational image and brand risk management knowledgebase , Personalized organizational image and brand risk management assignment/workshop, Program Recommendations</p>
XRM9795	Managing Community Relations Related Risks	<p>This program provides the participant a range of practical skills to analyze and understand community relations 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 a corporate/departmental strategic community relations risk management plan., Understanding community relations risk management, Community relations risk management vocabulary, Understanding the community relations business environment and context, Comprehensive identification of known, emerging and hidden community relations risks, Determining community relations risk appetite, Analyzing the community relations risks, Evaluating the community relations risks, Preparing community relations risk treatment recommendations, Approved community relations risk treatment plans, Analyzing the residual risks after treatment plan, Preparing a community relations risk control plan, Controlling the community relations risks, Management reporting of community relations risk status, Coordinating with & consulting stakeholders, Getting management commitment for community relations risk management, Setting up and using a community relations risk management team, Setting up a good management system framework of community relations risk management, Setting up a community relations risk management knowledgebase , Personalized community relations risk management assignment/workshop, Program Recommendations</p>

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XRM9905	Organizational Risk Management Strategies and Methodologies	In this program you will learn about...: Organization's Exposure to Risks; Risk Analysis & 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, Organization's Exposure to Risks, Risk Analysis & 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., Program Recommendations

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