



*Training Course:
Operational Audit, Improvement Planning &
Management*

*18 - 22 January 2027
Kigali (Rwanda)*

Training Course: Operational Audit, Improvement Planning & Management

Training Course code: MA9361 From: 18 - 22 January 2027 Venue: Kigali (Rwanda) - Training Course Fees: 6350 € Euro

Introduction

Operational audits are essential tools for evaluating the efficiency, effectiveness, and performance of organizational processes. In today's competitive environment, organizations must go beyond compliance audits and focus on identifying improvement opportunities that drive value and optimize operations.

This program, developed by [Global Horizon Training Center](#), provides participants with a comprehensive framework for conducting operational audits and translating findings into actionable improvement plans. It emphasizes performance evaluation, process analysis, risk identification, and the development of sustainable improvement initiatives.

Participants will gain practical skills to assess operations, identify inefficiencies, and implement structured improvement strategies that enhance productivity, quality, and organizational performance.

Course Objectives

By the end of this program, participants will be able to:

- Understand the principles and scope of operational auditing
- Evaluate operational efficiency and effectiveness
- Identify process gaps, risks, and improvement opportunities
- Apply audit methodologies and performance assessment tools
- Develop and implement improvement plans based on audit findings
- Monitor and manage improvement initiatives
- Enhance internal controls and operational processes
- Integrate operational audit with organizational strategy

Target Audience

This program is designed for:

- Internal Auditors and Audit Managers
- Operations and Process Improvement Professionals
- Quality Assurance and Continuous Improvement Teams
- Risk and Compliance Professionals
- Managers and Supervisors responsible for operational performance
- Business Analysts and Performance Management Professionals

Outline

Day 1: Foundations of Operational Audit

- Introduction to Operational Auditing
- Differences between Financial, Compliance, and Operational Audits
- Objectives and Scope of Operational Audits
- Key Performance Indicators KPIs and Performance Measurement
- Roles and Responsibilities of Operational Auditors
- Audit Frameworks and Methodologies

Day 2: Planning and Conducting Operational Audits

- Audit Planning Process
- Understanding Organizational Processes and Systems
- Risk Assessment in Operations
- Developing Audit Programs and Checklists
- Data Collection and Analysis Techniques
- Conducting Fieldwork and Observations

Day 3: Process Analysis and Performance Evaluation

- Analyzing Operational Efficiency and Effectiveness
- Identifying Bottlenecks and Inefficiencies
- Root Cause Analysis Techniques
- Benchmarking and Best Practices
- Evaluating Internal Controls and Process Performance
- Using Data for Performance Insights

Day 4: Improvement Planning and Implementation

- Developing Actionable Improvement Plans
- Prioritizing Improvement Initiatives
- Change Management in Process Improvement
- Implementing Process Enhancements
- Monitoring and Tracking Improvement Progress
- Engaging Stakeholders in Improvement Efforts

Day 5: Reporting, Follow-Up, and Continuous Improvement

- Preparing Operational Audit Reports
- Communicating Findings and Recommendations
- Monitoring Implementation of Improvements
- Continuous Improvement Frameworks Lean, PDCA
- Building a Culture of Performance Excellence
- Case Studies and Practical Applications

Registration form on the Training Course: Operational Audit, Improvement Planning & Management

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