



Operational Reviews, Audits and Non-Conformance

Course Introduction:

This course aims to equip participants with a comprehensive understanding of the principles, methodologies, and best practices for conducting operational reviews and audits, as well as effectively managing non-conformance issues.

Throughout the course, participants will explore the significance of operational reviews and audits in promoting continuous improvement and operational excellence. The training will cover the steps involved in planning, conducting, and reporting audits, as well as the processes for identifying, documenting, and addressing non-conformance. By analyzing case studies and industry standards, attendees will gain valuable insights into how effective operational reviews can enhance organizational performance, improve compliance, and foster a culture of accountability and continuous improvement.

Course Objectives:

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

- Understand the fundamental concepts of operational reviews and audits.
- Learn about the importance of non-conformance management in quality systems.
- Explore methodologies and best practices for conducting effective audits.
- Analyze the process of identifying and addressing non-conformance issues.
- Familiarize participants with reporting and follow-up procedures in audits and reviews.

Who Should Attend?

This course is intended for Quality assurance and compliance professionals, Operations and management personnel involved in audits and reviews, Safety officers and risk management professionals and Project managers overseeing operational performance.

Course Outline:

Day 1: Introduction to Operational Reviews and Audits

- Overview of operational reviews and their significance in organizations
- Key definitions and concepts related to audits and reviews
- The role of audits in ensuring compliance and operational efficiency

Day 2: Types of Audits and Review Methodologies

- Examination of different types of audits: internal, external, and compliance audits
- Methodologies for conducting effective reviews and audits
- Case studies on successful audit practices and outcomes

Day 3: Non-Conformance Management

- Understanding non-conformance and its implications for organizations
- Processes for identifying and documenting non-conformance issues
- Strategies for addressing and mitigating non-conformance

Day 4: Planning and Conducting Audits

- Steps involved in planning an effective audit
- Techniques for conducting audits: interviews, observations, and document reviews
- Tools and checklists for audit preparation and execution

Day 5: Reporting and Follow-Up Procedures

- Importance of clear and concise audit reporting
- Best practices for communicating audit findings and recommendations
- Follow-up procedures to ensure corrective actions are implemented

Course Methodology:

A variety of methodologies will be used during the course that includes:

- (30%) Based on Case Studies
- (30%) Techniques
- (30%) Role Play
- (10%) Concepts
- Pre-test and Post-test
- Variety of Learning Methods
- Lectures
- Case Studies and Self Questionnaires
- Group Work

Course Fees:

To be advice as per course location. This rate includes participant's manual, Hands-Outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Course Certificate:

International Center for Training & Development (ICTD) will award an internationally recognized certificate(s) for each delegate on completion of training.

Course Timings:

Daily Course Timings:

08:00 - 08:20	Morning Coffee / Tea
08:20 - 10:00	First Session
10:00 - 10:20	Coffee / Tea / Snacks
10:20 - 12:20	Second Session
12:20 - 13:30	Lunch Break & Prayer Break
13:30 - 15:00	Last Session