

EFFECTIVE OPERATIONAL AUDIT

“Enhancing Organizational Performance through Process-Based Internal Auditing”

Schedule

Date	Venue	Fees (Face-to-Face)
20 – 24 Apr 2026	London, UK	USD 3495 per delegate

► Available delivery methods: Face-to-Face & Online Training

Introduction

Operational audits provide a critical assessment of business processes to ensure efficiency, effectiveness, and compliance with policies and regulations. Unlike financial audits, operational audits focus on improving performance and risk management by identifying inefficiencies, process gaps, and improvement opportunities.

This practical and interactive course equips internal auditors, risk professionals, and process owners with the skills and tools necessary to plan, conduct, and report on operational audits. Using proven frameworks and case-based learning, participants will learn how to evaluate controls, assess performance indicators, and deliver impactful audit recommendations.

Objectives

- By the end of this course, participants will be able to:
- Plan and execute risk-based operational audits aligned with organizational goals
 - Assess processes and internal controls for effectiveness and efficiency
 - Use root cause analysis techniques to identify systemic issues
 - Develop actionable recommendations to improve operations and mitigate risks
 - Communicate audit results clearly to stakeholders and management

Why Attend

- Gain a structured approach to operational auditing across business units
- Strengthen your ability to assess internal control design and effectiveness
- Build confidence in identifying risks, waste, and improvement opportunities
- Learn to write clear, concise, and value-added audit reports
- Support management in achieving performance and compliance objectives

Target Audience

This program is designed for:

- Internal auditors and audit managers
- Compliance and risk officers
- Finance, operations, and process improvement professionals
- Quality assurance and internal control staff
- Anyone involved in operational reviews or internal assessments

Individual Benefits

Key competencies that will be developed include:

- Operational audit planning and execution
- Process analysis and control evaluation
- Risk assessment and audit scoping
- Root cause analysis and recommendations
- Professional reporting and stakeholder communication

Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Enhanced audit quality and consistency across departments
- Improved identification of inefficiencies, risks, and control gaps
- Support for continuous improvement initiatives
- Stronger alignment between audit activity and strategic goals
- Improved transparency and accountability across operations

Instructional Methodology

The course follows a blended learning approach combining theory with practice:

- Strategy Briefings – Operational audit standards, methodologies, and frameworks
- Case Studies – Real-life audit scenarios, findings, and best practices
- Workshops – Risk assessments, audit program creation, and interview simulations
- Peer Exchange – Sharing of audit challenges, industry benchmarks, and tools
- Tools – Audit planning templates, checklists, report formats, and risk matrices

Course Outline

Training Hours: 7:30 AM - 3:30 PM Daily Format: 3-4 Learning Modules | Coffee breaks: 09:30 & 11:15 | Lunch Buffet: 01:00 - 02:00

Day 1: Principles and Planning of Operational Audit

- Module 1: Introduction to Operational Auditing (07:30 - 09:30) • Differences between operational, financial, and compliance audits
- Module 2: Risk-Based Audit Planning (09:45 - 11:15) • Understanding risk appetite, materiality, and audit universe
- Module 3: Defining Audit Objectives and Scope (11:30 - 01:00) • Setting performance, compliance, and control objectives
- Module 4: Workshop - Develop a Risk-Based Audit Plan (02:00 - 03:30) • Conduct a planning session for a mock business unit

Day 2: Process Review and Control Evaluation

- Module 1: Business Process Mapping and Documentation (07:30 - 09:30) • Process flowcharts, narratives, and internal control points
- Module 2: Evaluating Control Effectiveness (09:45 - 11:15) • Types of controls: preventive, detective, corrective
- Module 3: COSO and Internal Control Frameworks (11:30 - 01:00) • Control environment, risk assessment, control activities
- Module 4: Workshop - Analyze a Sample Business Process (02:00 - 03:30) • Identify weaknesses and improvement areas

Day 3: Fieldwork Execution and Risk Identification

- Module 1: Conducting Fieldwork and Interviews (07:30 - 09:30) • Techniques for gathering and validating audit evidence
- Module 2: Identifying and Categorizing Audit Findings (09:45 - 11:15) • Observation, impact, cause, recommendation
- Module 3: Root Cause Analysis Techniques (11:30 - 01:00) • 5 Whys, fishbone diagrams, process failure analysis
- Module 4: Workshop - Audit Interview Simulation (02:00 - 03:30) • Practice interviewing process owners and documenting findings

Day 4: Reporting and Communicating Audit Results

- Module 1: Writing an Effective Audit Report (07:30 - 09:30) • Structure, tone, and prioritization of audit observations
- Module 2: Developing SMART Recommendations (09:45 - 11:15) • Specific, Measurable, Achievable, Relevant, Time-bound
- Module 3: Stakeholder Communication and Follow-Up (11:30 - 01:00) • Presenting findings to management, action tracking
- Module 4: Workshop - Drafting an Audit Report (02:00 - 03:30) • Write and review a short audit report with peer feedback

Day 5: Assurance, Improvement, and Final Review

- Module 1: Measuring Audit Effectiveness (07:30 - 09:30) • KPIs for audit function, quality assurance reviews
- Module 2: Aligning Audit with Strategy and Operations (09:45 - 11:15) • Using audit to support continuous improvement
- Module 3: Final Case Study - End-to-End Audit Simulation (11:30 - 01:00) • Plan, execute, and report on a complete mini audit
- Module 4: Wrap-Up and Certification (02:00 - 03:30) • Course summary, key takeaways, and certificate distribution

Certification

Participants will receive a Certificate of Completion in Effective Operational Audit, confirming their ability to plan, conduct, and report on operational audits that support performance improvement and internal control assurance.

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