MAWA EVENTS

Address: No. 857, Block A2. Leisure Commerce Square - No 9., 46150 Petaling Jaya, Selangor, Malaysia

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ISO 37004: GOVERNANCE OF ORGANIZATIONS - MONITORING, EVALUATION, AND IMPROVEMENT

"Enabling Effective Oversight Through Structured Evaluation and Continuous Governance Enhancement"

Schedule

Venue (InHouse)	Fees
At Your Organization Premises	Ask For The Quotation

► **Available delivery methods:** In-House Training

Introduction

ISO 37004 provides guidelines for monitoring, evaluating, and improving governance within organizations, complementing ISO 37000 (governance principles) and ISO 37001 (anti-bribery management). This training is designed to help governance, compliance, and audit professionals implement practical systems to assess governance performance and drive continuous improvement.

The course offers a strategic and operational framework to measure the effectiveness of governance structures, systems, and behaviors in alignment with the organization\'s mission, values, and stakeholder expectations. It bridges the gap between governance policy and real-world application by emphasizing measurable results and sustained value creation.

Objectives

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

- Understand the structure and key principles of ISO 37004
- Establish governance evaluation and monitoring frameworks
- Identify governance performance indicators and effectiveness metrics
- Conduct evaluations based on governance outcomes and impacts
- Recommend and implement governance improvements
- Align governance improvement processes with risk, compliance, and ethical standards

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Why Attend

- Learn how to objectively assess governance effectiveness
- Gain hands-on tools for designing governance KPIs and dashboards
- Understand the integration of governance evaluation with ISO 37000 and ISO 31000 frameworks
- Enhance your organization’s ethical, transparent, and accountable practices
- Support the board and executives in informed decision-making

Target Audience

This program is designed for:

- Governance and compliance officers
- Internal and external auditors
- Board secretaries and board members
- Risk management and GRC professionals
- Strategy, policy, and performance managers

Individual Benefits

- Master the ISO 37004 approach to governance evaluation
- Develop expertise in monitoring governance systems and controls
- Learn to drive improvements through governance data analysis
- Gain credibility as a governance performance specialist

Organizational Benefits

- Stronger oversight and assurance on governance performance
- Measurable and evidence-based governance improvement
- Improved alignment between governance structures and strategic goals
- Enhanced stakeholder trust, transparency, and accountability

Instructional Methodology

- Strategy Briefings – Principles of ISO 37004 and governance oversight models
- Case Studies – Governance failures and successful improvement journeys
- Workshops – Developing performance indicators, dashboards, and reporting systems
- Peer Exchange – Discussion of governance challenges and best practices
- Tools – Templates for governance KPIs, evaluation frameworks, and improvement plans

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Course Outline

DETAILED 5-DAY COURSE OUTLINE

Training Hours: 7:30 AM – 3:30 PM **Format:** 3–4 Modules per day | Coffee Breaks at 09:30 & 11:15 | Lunch Buffet at 01:00 – 02:00

Day 1: Introduction to Governance and ISO 37004

- Governance as a system and behavior
- Overview of ISO 37004 within the ISO governance family
- Governance enablers and outcome-based governance

Day 2: Designing Monitoring and Evaluation Systems

- Governance assessment frameworks
- Defining key governance indicators (KGIs)
- Aligning evaluations with organizational objectives and stakeholder expectations

Day 3: Measuring and Analyzing Governance Performance

- Data collection methods and evidence-based analysis
- Constructing governance scorecards and dashboards
- Governance reporting, visualization, and communication strategies

Day 4: Evaluation and Continuous Improvement

- Root cause analysis and performance gap identification
- Developing corrective and preventive action plans
- Integration with internal audit, risk, and compliance functions

Day 5: Institutionalizing Governance Excellence

- Sustaining governance improvements
- Linking governance monitoring to organizational culture
- Final workshop: Building a full governance M&E improvement roadmap

Certification

Certificate of Completion – ISO 37004: Governance Monitoring, Evaluation, and Improvement Participants will receive certification demonstrating their ability to implement and manage governance evaluation systems based on ISO 37004 guidelines.

Why Choose MAWA Events

- **Global Expertise:** More than 17 years of experience in professional training and consulting.
- **Industry-Leading Faculty:** Courses delivered by seasoned professionals with hands-on experience.
- **Practical Insights:** Learn to turn theory into actionable strategies for real-world business impact.
- **Client-Focused Solutions:** Customized programs designed to achieve your organisation’s unique goals.

In-House / Customized Training Interested in running this course for your team? Please contact us:	TEL: **+601116373203**	EMAIL: **info@mawaevents.net**

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