MAWA EVENTS

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

Phone: +601116373203 | **Email:** info@mawaevents.net

SERVICE CENTER AUDIT CRITERIA – ENSURING COMPLIANCE

"Master auditing techniques to ensure service center compliance and operational excellence"

Schedule

Date	Venue	Fees (Online)
11 Nov 2026	Online	USD 450 per delegate

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

Introduction

Ensuring compliance in service centers is critical for operational efficiency, customer satisfaction, and adherence to regulatory standards. This 1-day online training provides participants with practical knowledge and tools to conduct effective audits of service centers. Attendees will learn how to evaluate processes, identify gaps, and implement corrective actions to maintain high-quality operations.

Through case studies, interactive exercises, and real-world examples, participants will gain insight into audit planning, execution, and reporting. By the end of the course, participants will be able to apply auditing criteria effectively to ensure service centers operate efficiently and comply with internal and external standards.

Objectives

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

- Understand key audit criteria and standards for service centers.
- Plan, conduct, and document effective audits.
- Identify compliance gaps and implement corrective actions.
- Improve operational efficiency and customer satisfaction.
- Ensure adherence to regulatory and organizational standards.

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Why Attend

- Learn practical auditing techniques for service centers.
- Enhance operational compliance and process efficiency.
- Gain knowledge of best practices in audit planning and execution.
- Network with professionals responsible for compliance and quality assurance.
- Acquire skills to identify risks and implement corrective measures.

Target Audience

This program is designed for:

- Service center managers and supervisors.
- Quality assurance and compliance personnel.
- Internal auditors and process improvement specialists.
- Operations and customer service professionals.

Individual Benefits

Key competencies that will be developed include:

- Understanding service center audit criteria and standards.
- Skills in planning, conducting, and reporting audits.
- Ability to identify compliance gaps and implement corrective actions.
- Knowledge of best practices to enhance operational efficiency and customer satisfaction.

Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Improved compliance with organizational and regulatory standards.
- Enhanced service center efficiency and performance.
- Reduction of operational risks and process failures.
- Strengthened internal controls and quality assurance practices.

Instructional Methodology

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

- Strategy Briefings – Overview of audit principles, criteria, and compliance standards.
- Case Studies – Real-world examples of service center audits and corrective actions.
- Workshops – Hands-on exercises in audit planning, execution, and reporting.
- Peer Exchange – Group discussions on audit challenges and lessons learned.
- Tools – Checklists, templates, and guidelines for effective service center auditing.

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Course Outline

Detailed 1-Day Course Outline

Training Hours: 9:00 AM – 5:00 PM Daily Format: 3 Learning Modules | Coffee Breaks & Lunch included

Module 1: Introduction to Service Center Audits (09:00 – 11:00)

- Key audit objectives and compliance standards.
- Roles and responsibilities of auditors and management.

Module 2: Conducting Effective Audits (11:15 – 01:00)

- Planning and executing audits.
- Identifying non-compliance and operational gaps.

Module 3: Reporting and Corrective Actions (02:00 – 04:00)

- Documenting findings and recommendations.
- Implementing corrective actions and continuous improvement.

Certification

Participants will receive a Certificate of Completion in Service Center Audit Criteria, validating their skills in conducting effective audits, ensuring compliance, and improving operational performance in service centers.

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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