



Strategic Operational Audit Insights Training Course

14 – 18 June 2027
Kuala Lumpur

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Ref: 388_131672 **Date:** 14 – 18 June 2027 **Location:** Kuala Lumpur **Fees:** 5200 Euro

Overview

Strategic Operational Audit Insights Training Course is a five-day advanced course for operational auditors and performance leaders who leave with an Operational Audit Insight Pack. The course connects strategic objectives and value drivers with business-model analysis, process evidence, operational risks, controls, cost, capacity, performance, root causes, data tests, and executive communication. Participants turn operational observations into systemic, decision-ready insights. Agile Leaders Training Center delivers this course on strategic operational audit insights.

Who Should Attend

- Operational audit functions responsible for evaluating efficiency, effectiveness, and resource use
- Internal audit management functions responsible for complex operational reviews
- Strategy analysis functions responsible for value drivers and execution evidence
- Performance management functions responsible for measures, capacity, and outcomes
- Assurance leadership functions responsible for executive insight and improvement follow-through

The course assumes participants analyze operations, performance, or assurance evidence and leaves out introductory auditing and financial-statement audit procedures.

Departments and Industries

The course supports strategic operational audit insights across industrial, service, regulated, and public-interest environments.

- Internal audit, operations, strategy, performance, and risk departments
- Manufacturing, energy, logistics, and infrastructure organizations
- Healthcare, financial services, and professional services
- Technology, telecommunications, and retail organizations
- Public service and nonprofit institutions

Learning Objectives

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



- Analyze strategic objectives and operational value drivers
- Build business-model and process evidence maps
- Evaluate operational risks, controls, cost, and capacity
- Use data tests and performance measures
- Diagnose root causes and systemic themes
- Build executive operational audit insights

Course Agenda

Day 1: Strategy, Value, and Operating Context

- Strategic Objective and Value Driver Map
- Business Model and Operating Logic Canvas
- Stakeholder Outcome and Service Promise Grid
- Operational Environment and Constraint Scan
- Strategic Operational Audit Question Set

Day 2: Process, Risk, and Control Analysis

- End-to-End Process and Handoff Map
- Operational Risk and Control Matrix
- Bottleneck Waste and Rework Observation Sheet
- Control Design and Operating Evidence Test
- Process Dependency and Failure Path Diagram

Day 3: Performance, Cost, Capacity, and Data

- Outcome Output and Activity Measure Tree
- Cost-to-Serve and Resource Driver Analysis
- Capacity Demand and Utilization Profile
- Trend Variance and Exception Test Plan
- Operational Data Quality Assessment Record

Day 4: Root Cause, Insight, and Action

- Five-Whys and Cause-and-Effect Analysis
- Systemic Theme and Cross-Process Pattern Map
- Evidence-to-Operational-Insight Structure
- Improvement Option and Tradeoff Matrix
- Executive Insight Brief and Action Logic



Day 5: Operational Insight Practice

- Suggested Exercise: Value Driver Evidence Challenge
- Suggested Exercise: Process Risk and Control Diagnosis
- Suggested Exercise: Capacity and Performance Analysis
- Suggested Exercise: Systemic Insight Briefing
- Capstone Exercise: Operational Audit Insight Pack

Practical Exercises

The course uses suggested activities to convert operational evidence into supported management insights.

- Suggested activity: trace value drivers and handoffs in a logistics process.
- Suggested activity: test bottleneck, capacity, and control evidence in a healthcare service.
- Suggested activity: analyze cost and performance exceptions in a manufacturing operation.
- Suggested activity: present a systemic cause and improvement tradeoff to an executive panel.

FAQs

Who suits strategic operational audit insights training, and what does it assume?

Strategic operational audit insights training suits operational auditors, audit managers, strategy analysts, performance managers, and assurance leaders who already analyze process or performance evidence.

How does strategic operational auditing differ from financial auditing?

Strategic operational auditing evaluates how processes, resources, controls, and capacity support objectives and outcomes, while financial auditing focuses on financial information and related assertions.

How are operational value drivers audited?

Operational value drivers are audited by linking objectives to customer or stakeholder outcomes, process activities, resources, constraints, measures, controls, and evidence of cost, quality, speed, reliability, or capacity.

How do operational auditors distinguish symptoms from root causes?

Operational auditors distinguish causes by testing event sequences, process conditions, control failures, incentives, resources, data, technology, governance, and recurring patterns rather than accepting the first visible explanation.



What makes an operational audit insight useful to executives?

An operational audit insight is useful when it connects evidence to strategic consequence, quantifies or frames the performance effect, identifies systemic causes, shows tradeoffs, and supports an owned decision or action.

Conclusion

Participants leave with an Operational Audit Insight Pack containing value-driver maps, process evidence, risk-control analysis, performance and capacity records, data tests, root-cause themes, and an executive brief. The pack changes isolated observations into traceable operational insight. It supports decisions about controls, resources, process redesign, and performance improvement.