



# Strategic Operational Audit Insights Training Course

5 – 9 July 2027  
Vienna

## Strategic Operational Audit Insights Training Course

**Ref:** 388\_131687 **Date:** 5 – 9 July 2027 **Location:** Vienna **Fees:** 5700 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.