



Operational Excellence & Process Improvement

EXPLICIT RISK, AUDIT & DATA LTD
(ERAD)

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Operational Excellence & Process Improvement

Three days of high-impact professional learning.

Professional Training	3 Days
Delivery	In-Person, In-House, Virtual

**EXPLICIT RISK, AUDIT & DATA LTD
(ERAD)**

Programme Overview

This three-day programme equips organisations to improve operational efficiency, standardise processes and strengthen governance through practical process improvement, SOP development and policy frameworks.

Participants will learn to identify process waste, improve productivity, document critical procedures, establish governance structures and strengthen document control systems that support consistent, compliant operations.

Why This Programme Matters



Reduce Operational Waste: Identify inefficiencies and eliminate unnecessary activities that increase costs and delay service delivery.



Standardise Workflows: Establish consistent procedures that improve quality, productivity and operational reliability.



Improve Turnaround Times: Redesign processes to remove bottlenecks, reduce delays and accelerate service delivery.



Strengthen Compliance: Close documentation gaps that create legal, regulatory and audit risks.



Preserve Institutional Knowledge: Capture critical processes in SOPs, reducing dependency on individual employees.



Build Continuous Improvement: Create systematic approaches for identifying, resolving and preventing recurring operational problems.



Strengthen Governance: Establish clear policies, structures and document controls that support accountability and consistency.

Who Should Attend

- Operations Teams
- Managers
- Department Heads

Participant Outcomes

By the end of the programme, participants should be able to:

Map and analyse critical organisational processes.

Identify and eliminate operational waste.

Apply Lean principles to improve workflows.

Develop effective standard operating procedures.

Develop clear and practical organisational policies.

Establish appropriate governance structures.

Strengthen document control practices.

Implement continuous improvement frameworks.

Programme Outline

DAY 1

- Process Improvement & Operational Excellence

In Scope

- Process mapping and workflow analysis
- Identifying operational inefficiencies and root causes
- Lean principles and their application
- Identifying and reducing process waste
- Productivity improvement
- Improving process efficiency and effectiveness
- Continuous improvement approaches

Programme Outline

DAY 2

- SOP & Policy Development

In Scope

- SOP development principles and practices
- Identifying processes requiring documented procedures
- Developing effective and role-specific SOPs
- Policy development
- Aligning policies with organisational requirements
- Capturing institutional knowledge through documentation
- Standardising procedures and reducing procedural inconsistencies

Programme Outline

DAY 3

- Governance, Document Control & Implementation

In Scope

- Governance structures and accountability
- Policy and procedure governance
- Document control systems
- Managing document versions and accessibility
- Implementation frameworks
- Embedding continuous improvement into operations
- Strengthening compliance through controlled documentation

Training Methodology

- Facilitated instructor-led sessions
- Practical process mapping exercises
- Lean and waste identification activities
- SOP development exercises
- Policy development exercises
- Governance and document control applications
- Group discussions and organisational case-based exercises
- Practical implementation framework development





About Explicit Risk, Audit & Data Ltd (ERAD)

Explicit Risk, Audit & Data Ltd (ERAD) is the programme owner and training provider. ERAD provides professional services in Internal Audit, Enterprise Risk Management, governance, accounting, internal controls, process improvement, data analytics and organisational advisory. The programme draws on this multidisciplinary experience to connect professional standards with practical organisational challenges and measurable value.

- NITA-accredited Training and Consultancy Firm: Registration No. NITA/TRN/2858.
- Professional affiliations and memberships represented within the team include ICPAK, IIA Global and ICIFA/CIFA Kenya.
- Practical capability across Internal Audit, ERM, process review, controls, accounting, data analytics and capacity development.
- Facilitation approach focused on application, measurable organisational value and participant capability.



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