

POLICIES, PROCEDURES AND CONTROLS BEST PRACTICES

**FOR QUALITY MANAGEMENT, PERFORMANCE CONTROL AND
RELATIONSHIP MANAGEMENT**

**2 DAY
MASTERCLASS**

To Measure, Monitor
& Manage
Performance based
on Best Practices
Standards

OVERVIEW

A standard feature of every failing and under-performing organisation is a lack of comprehensive policies and procedures matched with the appropriate internal controls.

Every organisation needs to have in place policies and procedures in relation to all their key business processes and systems for the respective functions and activities.

This will ensure consistent application and act as the internal checks and balances for individual employees as part of their job descriptions, reducing the probability of crisis management and individual employees “doing their own thing”, which inevitably results in errors or a failure to perform effectively and efficiently.

FEATURES AND BENEFITS

This 2 Day Practical Masterclass is essential for the legal function, compliance function, accounting and administration function as well as executive management and operations. It will cover all of the essential functions and activities applicable to any organisation, whether in the public sector or private sector.

KEY FUNDAMENTAL CONCEPTS THAT WILL BE COVERED

- ✓ The difference between a Policy and a Procedure
- ✓ The difference between Systems and Processes
- ✓ The Key Risk Indicators for Different Activities
- ✓ What Controls, Checks and Balances need to be put in place
- ✓ The Processes and Systems and the Interface between Policies and Procedures
- ✓ Risk Identification and Risk Management
- ✓ How to Draft a Policies and Procedures Manual
- ✓ Accountability and Limits of Authority
- ✓ Interface with Applicable Legislation and Regulations

All Business Functions and Activities will be covered for Marketing and Sales, Procurement and Supply, Finance and Accounting, Human Resources, CAPEX and OPEX, Payments, Fraud and Whistleblowing and Many More!

WHO SHOULD ATTEND

All C-Team Members, Company Secretary, Legal Advisors, Admin & Finance, HR, Compliance Officers, Internal Auditors, External Auditors, and Risk Officers etc.

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DAY ONE : POLICIES AND PROCEDURES FOR BUSINESS FUNCTIONS & ACTIVITIES

SESSION 1: INTRODUCTION TO POLICIES AND PROCEDURES

SESSION 2: OPERATIONAL POLICIES AND PROCEDURES

SESSION 3: HUMAN CAPITAL POLICIES AND PROCEDURES

**SESSION 4: LEGAL, FINANCIAL AND ADMINISTRATION POLICIES AND
PROCEDURES**

DAY TWO : CONTROLS AND POLICIES AND PROCEDURES

SESSION 1: PERFORMANCE CONTROLS

SESSION 2: OPERATIONAL CONTROLS

SESSION 3: HUMAN CAPITAL CONTROLS

SESSION 4: LEGAL, FINANCIAL AND ADMINISTRATION CONTROLS

QUESTIONS AND ANSWERS SESSION

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A detailed agenda can be provided to you upon request. We will also forward you the profile of the trainer and the relevant testimonials. This 2 day master class can be conducted as an in-house workshop or a public workshop. The agenda can be customised according to your business model and requirements.

Contact us on info@gihub.co.za

or

Mobile +27 72 984 1927

Landline +27 31 827 5073