

GOVERNANCE, RISK & QUALITY INTEGRATION FOR PROCESS MANAGEMENT



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TRAINING CENTER



Introduction

Governance, Risk & Quality Integration for Process Management Training Course prepares process owners, quality professionals, and governance practitioners to run process management as one integrated discipline. Participants work through process management foundations and governance, process risk management and risk-based process design, quality management systems and process quality standards, process controls, measurement, and performance management, and integrated assurance, audit, and process improvement as one connected discipline. The programme links the authority and standards an organisation sets with the controls and measures that keep processes reliable. As a result, learners gain a practical command of governance, risk, and quality integration for processes. Furthermore, the course strengthens process judgement, control design, and quality discipline.

Governance, Risk & Quality Integration for Process Management Course Objectives

- Explain process management concepts, governance, and ownership.
- Apply process architecture and process mapping methods (BPMN).
- Apply ISO 9001 process approach and quality management principles.
- Apply process risk assessment and risk-based process design.
- Apply ISO 31000 to process-level risk management.
- Apply process controls, control points, and segregation of duties.
- Apply process performance metrics, KPIs, and process dashboards.
- Apply quality tools: PDCA, root cause analysis, and FMEA.
- Apply integrated process assurance and process audit practice.
- Apply process improvement, Six Sigma, Lean, and maturity assessment.



Course Methodology

- Interactive sessions built on process, quality, and risk cases.
- Workshops on process mapping, control design, and risk assessment.
- Group exercises on PDCA cycles, FMEA, and root cause analysis.
- Hands-on practice with process maps, control matrices, and dashboards.
- Simulation of a process audit and an improvement review.
- Facilitator coaching and peer review on process improvement plans.

Who Should Take This Course

- Process owners and process improvement specialists.
- Quality management and quality assurance staff.
- Governance, risk, and compliance professionals.
- Internal auditors covering process assurance.
- Operations and service delivery managers.
- Consultants advising on process and quality systems.

Governance, Risk & Quality Integration for Process Management Course Outlines

Day 1: Process Management Foundations and Governance

- Process management concepts, value chains, and process types.
- Process architecture, hierarchy, and process ownership.

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- Governance of processes: policy, standards, and accountability.
- Roles and responsibilities in process management.
- Process documentation, procedures, and work instructions.
- Common process failures and governance warning signs.
- Case discussion: a critical process nobody owned.

Day 2: Process Risk and Quality Standards

- ISO 9001 process approach and quality management principles.
- Process risk assessment and risk-based process design.
- Applying ISO 31000 principles at process level.
- Failure Mode and Effects Analysis (FMEA) introduction.
- Critical-to-quality characteristics and control planning.
- Risk and quality interface in process documentation.
- Workshop: building a process risk and quality profile.

Day 3: Process Controls and Measurement

- Process controls: preventive, detective, and corrective.
- Control points, approvals, and segregation of duties.
- Control documentation and control matrices.
- Process performance metrics, KPIs, and critical measures.
- Process dashboards, reporting, and data collection.
- Statistical process control basics and variation.
- Exercise: designing controls and measures for a core process.

Day 4: Quality Tools and Process Assurance



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- PDCA cycle and structured problem solving.
- Root cause analysis: 5 Whys and fishbone diagrams.
- Process audit and audit criteria design.
- Integrated assurance across governance, risk, and quality.
- Non-conformity handling, corrective action, and CAPA.
- Audit evidence and findings for process assurance.
- Simulation: auditing a process and reporting findings.

Day 5: Improvement, Lean, Six Sigma, and Maturity

- Lean thinking, waste identification, and value stream mapping.
- Six Sigma basics: DMAIC and process variation reduction.
- Business process improvement and reengineering triggers.
- Process maturity models and capability assessment.
- Continuous improvement governance and Kaizen practice.
- Improvement prioritisation and benefits tracking.
- Capstone: presenting an integrated process governance plan.

Conclusion

By successfully completing Governance, Risk & Quality Integration for Process Management, participants will gain a practical command of process management foundations and governance, process risk assessment and quality standards with ISO 9001 and ISO 31000, process controls, measurement and KPIs, quality tools including PDCA, FMEA and root cause analysis, and integrated process assurance, Lean, Six Sigma, and maturity assessment. They will acquire skills in process governance and ownership design, process risk and quality integration, process control and measurement design, and process assurance, audit, and improvement practice that hold up under scrutiny. Gentex Training Center designs the programme to help professionals manage processes with confidence.





FAQs for the Governance, Risk & Quality Integration for Process Management course

Q1 What is the "Governance, Risk & Quality Integration for Process Management" course about?

It prepares process owners, quality professionals, and governance practitioners to run process management as one integrated discipline. The course spans process management foundations and governance, process risk and quality standards, process controls and measurement, quality tools and process assurance, and improvement, Lean, Six Sigma and maturity.

Q2 What are the key benefits of the "Governance, Risk & Quality Integration for Process Management" course?

You gain a practical command of governance, risk, and quality integration for processes that links the authority and standards an organisation sets with the controls and measures that keep processes reliable. The course improves process ownership and architecture, strengthens risk-based design and control placement, sharpens measurement and quality tooling, and builds integrated assurance and improvement practice.

Q3 What skills will I gain from the "Governance, Risk & Quality Integration for Process Management" course?

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You will develop four core skills: process governance and ownership design, process risk and quality integration, process control and measurement design, and process assurance, audit, and improvement practice.

Q4 What tools, methods, or standards are covered in the "Governance, Risk & Quality Integration for Process Management" course?

The course covers process management concepts, value chains and process types, process architecture, hierarchy and process ownership, governance of processes across policy, standards and accountability, process documentation, procedures and work instructions, the ISO 9001 process approach and quality management principles, process risk assessment and risk-based process design, ISO 31000 principles at process level, Failure Mode and Effects Analysis (FMEA), critical-to-quality characteristics and control planning, preventive, detective and corrective process controls, control points, approvals and segregation of duties, control documentation and control matrices, process performance metrics, KPIs and critical measures, process dashboards, reporting and data collection, statistical process control basics and variation, the PDCA cycle and structured problem solving, root cause analysis with 5 Whys and fishbone diagrams, process audit and audit criteria design, integrated assurance across governance, risk and quality, non-conformity handling, corrective action and CAPA, audit evidence and findings, Lean thinking, waste identification and value stream mapping, Six Sigma basics with DMAIC and variation reduction, business process improvement and reengineering triggers, process maturity models and capability assessment, and continuous improvement governance and Kaizen practice.





Q5 How is the "Governance, Risk & Quality Integration for Process Management" course applied in real-world practice?

Participants apply it to real work such as building a process risk and quality profile, designing controls and measures for a core process, running a PDCA improvement cycle with FMEA and root cause analysis, auditing a process and reporting findings, handling non-conformities and CAPA, mapping a value stream for waste removal, and presenting an integrated process governance plan. The same methods support process maturity improvement and continuous improvement governance.