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Operational Excellence in Financial Management Training Course

28 June – 2 July 2027
Kuala Lumpur (Malaysia)

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Operational Excellence in Financial Management Training Course

Ref: 3255367_339517 **Date:** 28 June – 2 July 2027 **Location:** Kuala Lumpur (Malaysia) **Fees:** 4200 GBP

Operational excellence in financial management is the systematic discipline of streamlining transaction processing, removing procedural bottlenecks, and maintaining internal controls to produce accurate accounting records on schedule. Over one week, finance controllers, shared services supervisors, and accounting leads audit transaction cycles, test automated reconciliation tools, and assemble an Operational Finance Workflow and Control Playbook for their departments.

Introduction

This operational-level course rests on three recognized operational and governance frameworks: the COSO Internal Control Integrated Framework for transaction-level control architecture, the Lean Six Sigma DMAIC model for cycle time reduction and bottleneck elimination, and the ISO 9001:2015 quality standard for recurring administrative documentation. Delegates examine transactional accounting mechanics at the operational tier, evaluating how daily subledger entries roll into ledger summaries. Training takes place through an inspection walkthrough format where delegates dissect real-world journal approval hierarchies, payment routing pipelines, and balance sheet reconciliation schedules from commercial enterprises and logistics firms.

Course Objectives

- Distinguish between preventable manual data errors and structural system lag across accounts payable, accounts receivable, and general ledger streams.
- Compare robotic process automation scripts with native enterprise resource planning validation rules to select appropriate intervention points for transaction routing.
- Apply Lean value-stream mapping methods to document end-to-end accounting cycles and isolate procedural wait states.
- Select risk-calibrated segregation of duties matrices to satisfy governance standards without stalling urgent transaction throughput.
- Interpret rolling variance reports and run-rate analyses to spot transactional anomalies before monthly ledger closure.
- Justify standard operating procedure revisions using empirical cycle time metrics and ledger error rate records.



Target Audience

- Supervisors of shared financial services evaluating daily invoice matching pipelines who must decide between automated exception routing and supervisory sign-offs.
- Accounting team leaders overseeing monthly ledger closing schedules who must decide how to reallocate staff across reconciliation bottlenecks.
- Financial control analysts reviewing purchase-to-pay and order-to-cash handoffs who must decide which procedural controls require immediate remediation.
- Treasury operations coordinators tracking cash allocation queues who must decide threshold criteria for manual payment release authorizations.
- Internal quality audit coordinators examining ledger journal postings who must decide acceptable sample thresholds for substantive testing walkthroughs.

Course Outline

Day 1: Accounting Process Mapping and Flow Fundamentals

- Value Stream Mapping: Documenting End-to-End Accounting Cycles and Hand-Offs
- Cycle Time vs Lead Time: Quantifying Wait States in Journal Approvals
- Root Cause Analysis: Tracing Ledger Discrepancies Using Ishikawa Diagrams
- Standard Operating Procedures: Structuring Transaction Rules for Shared Service Desks
- Process Baseline Audit: Measuring Baseline Error Frequencies Across Subledgers

Day 2: Transaction Throughput and Bottleneck Elimination

- Bottleneck Identification: Pinpointing Inefficiencies in the Procure-to-Pay Pipeline
- Straight-Through Processing: Automating Standard Invoice Verification and Matching
- Batch Processing vs Continuous Accounting: Choosing Appropriate Subledger Posting Schedules
- Exception Queue Architecture: Designing Escalation Rules for Discrepant Transactions
- Capacity Utilization Review: Leveling Workloads Across Accounts Payable Teams

Day 3: Reporting Cadence and Fast Close Protocol

- Period-End Schedule Mapping: Compressing General Ledger Close Timelines
- Accrual Estimation Models: Standardising Operational Provisions Without Delaying Close
- Balance Sheet Reconciliation: Establishing Risk-Based Substantiation Intervals
- Manual vs Automated Journal Entries: Restricting Direct Adjustments in Enterprise Systems
- Closing Scorecard Metrics: Monitoring Milestone Delivery Across Distributed Ledger Teams

Day 4: Internal Controls and Procedural Quality Assurance

- COSO Control Activities: Embedding Preventative Checks in Daily Transaction Flows
- Segregation of Duties: Balancing Approval Integrity With Processing Velocity
- Three-Way Matching vs Evaluated Receipt Settlement: Controlling Purchasing Discrepancies
- Audit Trail Architecture: Logging Modifications Across Accounting Enterprise Systems
- Exception Testing Methods: Conducting Statistical Walkthroughs on High-Risk Datasets



Day 5: Continuous Improvement and Operational Playbook Deployment

- Lean Daily Cadence: Running Visual Stand-Up Boards for Operational Teams
- Variance Tracking Mechanics: Detecting Operational Drifts Using Statistical Control Charts
- Continuous Improvement vs Periodic Re-Engineering: Selecting Operational Enhancement Pathways
- Training and Knowledge Transfer: Operationalising Desk Procedures to Retain Continuity
- Playbook Synthesis: Constructing the Operational Finance Workflow and Control Playbook

Skills You Will Gain

- Value stream mapping for accounting flows
- Bottleneck elimination in transaction pipelines
- Balance sheet reconciliation substantiation
- Continuous accounting schedule design
- Internal control activity calibration
- Segregation of duties matrix configuration
- Statistical process control chart analysis

Why Attend This Course

- From untracked delays during monthly ledger closure to a structured schedule that systematically compresses processing days.
- From recurring manual data entry errors to straight-through validation rules that stop mismatched postings at the source.
- From ad hoc supervisory authorizations to a formal control framework that balances compliance integrity with transactional throughput.
- From fragmented desk notes to the complete Operational Finance Workflow and Control Playbook that standardises administrative routines across accounting units.

Conclusion

Operational excellence in financial management transforms disjointed transaction processing into a disciplined, measurable, and accurate operational asset. The curriculum establishes clear boundaries between procedural lag and technological constraints, manual verification and automated controls, and periodic firefighting and continuous quality assurance. This course serves operational controllers, financial supervisors, and accounting leads responsible for frontline throughput, balance sheet integrity, and the daily mechanics of financial administration.

Course FAQs

What is operational excellence in financial management?

Operational excellence in financial management is the methodical optimisation of accounting workflows, internal control mechanisms, and subledger reconciliation routines to eliminate transaction errors, reduce processing cycle times, and produce accurate financial statements on time.



What is the difference between batch processing and continuous accounting?

Batch processing consolidates transactions to run reconciliations and ledger updates at fixed period intervals, creating end-of-month volume spikes. Continuous accounting embeds verification and subledger reconciliation into daily routines, distributing the reporting workload evenly across the financial calendar.

Which standards are applied in this operational course?

The course applies the COSO Internal Control Integrated Framework for transaction controls, Lean Six Sigma DMAIC principles for bottleneck elimination and flow improvement, and ISO 9001:2015 criteria for maintaining reproducible standard operating procedures.

Is this course suitable for shared service center supervisors?

Yes. The curriculum specifically addresses shared service operations, providing tools to evaluate transaction volume, design automated exception pipelines, establish straight-through processing parameters, and balance capacity across invoice processing and payment teams.

What deliverable is produced during the course?

Delegates produce an Operational Finance Workflow and Control Playbook containing a subledger value stream map, a cycle-time reduction plan, an updated segregation of duties matrix, and standard operating procedures for period-end reconciliation.

