QUEST
Professional Center

PROFESSIONAL TRAINING COURSE

Course No. 1030

# Operational Risk Management

RISK MANAGEMENT
FINANCE, INVESTMENT & BANKING

DURATION
**5 Days**

DELIVERY
**Classroom**

LOCATION
**Cairo, Egypt**

DATES
**30 Nov – 4 Dec 2026**

## Scheduled Event Details

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| CITY | Cairo, Egypt |
| DATE | 30 Nov – 4 Dec 2026 |
| DELIVERY TYPE | Classroom |
| COURSE FEE | €3,300 |

## Course Overview

Operational Risk Management is a comprehensive professional training course designed to equip banking and financial professionals with the knowledge, practical tools, and strategic approaches required to effectively identify, assess, monitor, and mitigate operational risks across banking operations. As financial institutions continue to expand their digital capabilities while operating in an increasingly complex regulatory environment, operational risk has become one of the most significant challenges affecting organizational resilience, customer confidence, regulatory compliance, and long-term business sustainability.

This course provides participants with a structured understanding of Operational Risk Management principles, internationally recognized frameworks, governance models, and industry best practices. Participants will examine the sources of operational risk arising from people, processes, systems, technology, and external events while learning how to establish effective operational risk frameworks that support business continuity, strengthen internal controls, and improve operational performance throughout the organization.

The program also explores the integration of Operational Risk Management with enterprise risk management, corporate governance, compliance, internal audit, cybersecurity, business continuity management, and organizational resilience. Participants will gain practical knowledge of operational risk identification, risk and control self-assessments (RCSA), Key Risk Indicators (KRIs), operational loss event management, scenario analysis, root cause analysis, third-party risk management, and regulatory reporting. Special emphasis is placed on managing emerging operational risks associated with digital banking, financial technology, outsourcing, artificial intelligence, and cyber threats.

Through practical case studies, interactive workshops, and real-world banking scenarios, participants will develop the ability to evaluate operational risk exposures, design effective control environments, strengthen governance practices, and implement continuous improvement initiatives. By the end of the course, participants will be prepared to enhance operational resilience, improve risk-informed decision-making, reduce operational losses, and contribute to sustainable organizational performance through effective Operational Risk Management.

## Objectives

- Analyze Operational Risk Management principles and evaluate their application within banking and financial institutions by the end of the course.
- Develop structured methodologies for identifying, assessing, measuring, monitoring, and mitigating operational risks across banking operations.
- Evaluate operational risk governance structures and strengthen organizational accountability through effective oversight practices.
- Apply Risk and Control Self-Assessment (RCSA) methodologies to evaluate operational risks and control effectiveness during practical exercises.
- Design operational risk registers and control frameworks aligned with organizational objectives and regulatory requirements.
- Improve operational resilience through the implementation of Key Risk Indicators (KRIs), operational loss reporting, and continuous monitoring.
- Strengthen internal control environments by evaluating control design, effectiveness, and continuous improvement opportunities.
- Implement scenario analysis, root cause analysis, and operational risk reporting practices to support executive decision-making.
- Assess emerging operational risks related to digital transformation, cybersecurity, outsourcing, financial technology, and third-party service providers.
- Align Operational Risk Management practices with enterprise risk management, regulatory expectations, and strategic business objectives before course completion.

## Who Should Attend

This course is designed for Operational Risk Managers, Enterprise Risk Managers, Risk Officers, Operational Excellence Managers, Compliance Managers, Internal Audit Managers, Internal Control Managers, Business Continuity Managers, Governance Professionals, Process Improvement Specialists, Information Security Managers, Technology Risk Managers, and professionals responsible for operational risk oversight within banks and financial institutions.

The program is equally valuable for Chief Risk Officers, Chief Operating Officers, Operations Managers, Branch Managers, Finance Managers, Treasury Managers, Digital Banking Managers, Regulatory Affairs Professionals, Business Process Managers, Project Managers, members of operational risk committees, and senior executives responsible for governance, operational resilience, regulatory compliance, and organizational performance. Professionals working in process management, quality management, internal controls, and business transformation will also benefit from the practical knowledge and strategic insights delivered throughout the course.

## Learning Outcomes

- By the end of this course, participants will be able to:
- Develop and implement an effective Operational Risk Management framework for banking institutions.
- Identify, assess, and prioritize operational risks across business functions and operational processes.
- Conduct Risk and Control Self-Assessments (RCSA) to evaluate operational risk exposure and control effectiveness.
- Design operational risk registers, control matrices, and Key Risk Indicators (KRIs).
- Analyze operational loss events and perform root cause analysis to support corrective actions.
- Evaluate internal control effectiveness and recommend practical risk mitigation strategies.
- Monitor operational risk performance through meaningful reporting and executive dashboards.
- Assess operational risks associated with digital banking, cybersecurity, outsourcing, and emerging technologies.
- Integrate Operational Risk Management into enterprise risk management, governance, and business continuity planning.
- Develop an operational risk improvement roadmap that strengthens organizational resilience, regulatory compliance, and operational excellence.

## Course Outline

DAY 01

# Foundations of Operational Risk Management

- Principles and objectives of Operational Risk Management
- Sources and categories of operational risk in banking
- Operational risk governance and organizational responsibilities
- International standards and regulatory expectations

PRACTICAL APPLICATION

Identifying operational risks across banking processes

DAY 02

# Operational Risk Identification and Assessment

- Operational risk identification methodologies
- Risk and Control Self-Assessments (RCSA)
- Operational risk assessment techniques
- Operational risk registers and control frameworks

PRACTICAL APPLICATION

Conducting operational risk assessments and developing risk registers

DAY 03

# Operational Risk Controls and Monitoring

- Designing effective internal controls
- Key Risk Indicators (KRIs) and operational risk metrics
- Operational loss event management and root cause analysis
- Scenario analysis and stress testing for operational risks

DAY 03 — CONTINUED

**PRACTICAL APPLICATION**

Evaluating control effectiveness and monitoring operational risks

DAY 04

## Managing Emerging Operational Risks

- Cybersecurity and technology-related operational risks
- Third-party and outsourcing risk management
- Digital banking, financial technology, and artificial intelligence risks
- Business continuity management and operational resilience

**PRACTICAL APPLICATION**

Developing mitigation strategies for emerging operational risks

DAY 05

## Building a High-Performance Operational Risk Management Framework

- Integrating Operational Risk Management with Enterprise Risk Management
- Strengthening governance, reporting, and regulatory compliance
- Developing a risk-aware organizational culture
- Continuous improvement and operational excellence initiatives

**FINAL WORKSHOP**

Developing a comprehensive Operational Risk Management implementation plan that includes governance enhancements, operational risk registers, Risk and Control Self-Assessments, Key Risk Indicators, operational loss reporting, internal control improvements, business continuity measures, and continuous monitoring practices to strengthen operational resilience, regulatory compliance, and sustainable organizational performance.

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## Register or Request More Information

Course page: https://quest-training.com/courses/operational-risk-management
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