



CRISIS LEADERSHIP AND BUSINESS CONTINUITY FOR QUALITY TRAINING COURSE

26 - 30 OCT 2026

KUALA LUMPUR

5200 € (PER PERSON)

REF: #QUA7427_175750



COURSE INTRODUCTION / OVERVIEW:

In today's volatile and unpredictable business environment, the ability to navigate crises while ensuring operational continuity is no longer a specialized function but a core leadership competency. This is especially true for quality leaders, who are the custodians of organizational standards, customer trust, and process integrity. This course is meticulously designed to bridge the critical gap between quality management and strategic crisis response. It moves beyond theoretical frameworks to provide actionable strategies for maintaining quality excellence under duress. Drawing upon principles discussed by experts like Dr. Denis Smith in the field of crisis management, the curriculum emphasizes proactive risk assessment and the development of a resilient organizational culture. Participants will explore concepts from foundational texts such as "The Black Swan" by Nassim Nicholas Taleb to understand and prepare for high-impact, unpredictable events. At BIG BEN Training Center, we have crafted a program that empowers quality professionals to not only manage disruptions but to lead their organizations through them, emerging stronger and more robust. This training will equip you with the tools to build and implement a comprehensive Business Continuity Management System (BCMS) that safeguards your operations, reputation, and commitment to quality.

TARGET AUDIENCE / THIS TRAINING COURSE IS SUITABLE FOR:

- Quality Assurance and Quality Control Managers.
- Business Continuity and Risk Management Professionals.
- Operations and Production Leaders.
- Compliance and Regulatory Affairs Officers.
- Supply Chain and Logistics Managers.
- Senior Management and Executive Leadership.
- IT Managers responsible for disaster recovery.
- Project Managers overseeing critical initiatives.
- Internal and External Auditors.

TARGET SECTORS AND INDUSTRIES:

- Manufacturing and Industrial Production.
- Healthcare and Pharmaceutical sectors.
- Banking, Finance, and Insurance.
- Information Technology and Telecommunications.
- Governmental bodies and public sector agencies.

- Energy, Oil, and Gas Industries.
- Logistics, Transportation, and Supply Chain.
- Food and Beverage Industry.
- Aerospace and Defense.



TARGET ORGANIZATIONS DEPARTMENTS:

- Quality Assurance and Control Department.
- Operations Management.
- Risk Management and Compliance.
- Supply Chain and Procurement.
- Information Technology (IT).
- Corporate Governance and Strategy.
- Health, Safety, and Environment (HSE).
- Internal Audit.
- Executive Leadership.

COURSE OFFERINGS:

By the end of this course, the participants will have able to:

- Develop a robust Business Continuity Management System (BCMS) aligned with quality objectives.
- Conduct a comprehensive Business Impact Analysis (BIA) to identify critical processes and dependencies.
- Master risk assessment methodologies to proactively identify and mitigate potential threats.
- Formulate and implement effective crisis management and incident response plans.
- Lead with confidence during a crisis, making critical decisions under pressure.
- Design and execute a strategic crisis communication plan for all stakeholders.
- Integrate quality management principles into disaster recovery and business continuity strategies.
- Conduct effective post-crisis reviews to foster continuous improvement and organizational resilience.
- Manage supply chain disruptions while maintaining product and service quality standards.
- Utilize crisis simulation exercises to test and refine continuity plans.

COURSE METHODOLOGY:

The training methodology at BIG BEN Training Center is designed to be immersive, interactive, and highly practical, ensuring that participants can immediately apply their learning in a real-world context. We move beyond traditional lectures to create a dynamic learning environment built on a foundation of active participation. The course heavily utilizes case study analysis of real corporate crises, allowing participants to dissect complex situations, understand decision-making processes, and evaluate outcomes. A significant portion of the training is dedicated to hands-on workshops and simulation exercises where attendees will work in teams to develop Business Impact Analyses, draft crisis communication plans, and respond to a simulated crisis scenario. These activities are designed to build practical skills and reinforce theoretical concepts. Facilitated group discussions and peer-to-peer feedback sessions encourage the sharing of diverse

experiences and perspectives. Our expert instructors provide continuous guidance and personalized feedback, ensuring that each participant masters the core competencies of crisis leadership and business continuity planning. This blended approach guarantees a comprehensive understanding and the confidence to lead effectively during challenging times.



COURSE AGENDA (COURSE UNIT)

UNIT ONE: FOUNDATIONS OF CRISIS MANAGEMENT AND BUSINESS CONTINUITY

- The Modern Threat Landscape and the Role of Quality Leaders.
- Defining Crisis Management, Business Continuity, and Organizational Resilience.
- Introduction to International Standards (ISO 22301 for BCMS).
- The Synergy Between Quality Management Systems (QMS) and BCMS.
- Establishing a Framework for Crisis and Continuity Planning.
- Defining Roles and Responsibilities of the Crisis Management Team (CMT).
- Understanding the Legal and Regulatory Compliance Landscape.

UNIT TWO: PROACTIVE RISK ASSESSMENT AND IMPACT ANALYSIS

- Conducting a Comprehensive Business Impact Analysis (BIA).
- Identifying Critical Business Functions and Processes from a Quality Perspective.
- Mapping Process Dependencies and Single Points of Failure.
- Threat and Risk Assessment Methodologies (e.g., SWOT, FMEA).
- Evaluating the Impact of Disruptions on Quality, Reputation, and Finance.
- Prioritizing Risks and Developing Mitigation Strategies.
- Analyzing Supply Chain Vulnerabilities and Enhancing Supplier Resilience.

UNIT THREE: DEVELOPING STRATEGIC RESPONSE AND CONTINUITY PLANS

- Structuring the Business Continuity Plan (BCP).
- Creating Actionable Incident Response Plans for Various Scenarios.
- Developing a Strategic Crisis Communication Plan for Internal and External Stakeholders.
- Resource Management and Logistics in a Crisis.
- IT Disaster Recovery Planning and its Link to Business Continuity.
- Safeguarding Employee Welfare and Safety during Emergencies.
- Document Control and Management for Crisis Plans.

UNIT FOUR: CRISIS LEADERSHIP AND EFFECTIVE RESPONSE EXECUTION

- Activating the Crisis Management and Business Continuity Plans.
- The Psychology of Crisis and Decision-Making Under Pressure.
- Effective Leadership and Team Management during a Crisis.
- Managing Stakeholder Communications and Media Relations.
- Real-time Incident Monitoring and Information Management.
- Maintaining Quality Control and Assurance during Disruptions.

- Adapting Plans in Response to Evolving Crisis Situations

UNIT FIVE: RECOVERY, TESTING, AND BUILDING LONG-TERM RESILIENCE



- Post-Incident Recovery and Resumption of Normal Operations
- Conducting a Thorough Post-Crisis Review and Root Cause Analysis
- Designing and Facilitating BCP Drills and Simulation Exercises
- Measuring BCP Effectiveness with Key Performance Indicators (KPIs).
- Auditing and Maintaining the Business Continuity Management System.
- Fostering a Culture of Resilience and Continuous Improvement.
- Presenting the Business Case for Ongoing Investment in Business Continuity.

FAQ:

QUALIFICATIONS REQUIRED FOR REGISTERING TO THIS COURSE?

There are no requirements.

HOW LONG IS EACH DAILY SESSION, AND WHAT IS THE TOTAL NUMBER OF TRAINING HOURS FOR THE COURSE?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

SOMETHING TO THINK ABOUT:

In an era of interconnected global supply chains, how can a quality leader balance the immediate need for cost-effective sourcing with the long-term imperative of building a resilient and crisis-proof value chain?

WHAT UNIQUE QUALITIES DOES THIS COURSE OFFER COMPARED TO OTHER COURSES?

This course distinguishes itself by uniquely integrating the discipline of quality management with the strategic imperatives of crisis management and business continuity. While many programs treat these as separate functions, our curriculum is built on the premise that quality leaders are central to an organization's resilience. We move beyond generic response protocols to address the specific challenges faced by quality professionals, such as maintaining product integrity during supply chain disruptions, managing compliance in a state of emergency, and leveraging the Quality Management System (QMS) as a foundational tool for operational continuity. The content is not merely theoretical; it is deeply practical, focusing on the development of leadership acumen required to make critical decisions that protect both brand reputation and process standards. Participants will not just learn to write a plan; they will learn to lead a response. The course emphasizes the cultivation of a proactive, risk-aware mindset, empowering attendees to champion a culture of resilience that permeates every level of their organization, ensuring that quality is not a casualty of a crisis but a cornerstone of the recovery.