



OPERATIONAL EXCELLENCE



**Security Operations Management
ISO 18788: 2015**

Security Operations Management System Best Practices & Standard Requirements

American National Standards Institute (ANSI) and American Society for Industrial Security (ASIS) through a collaborative effort developed, what is till date known to be the first ever standard for quality of private security companies (PSC's). This initiative was an outcome of weak implementation of regulatory and compliance radars in high risk and complex environments, poor business practices and lack of emphasis towards human rights amidst the important role of PSC's engaged in protection of assets, working for and on behalf of states and in support of military operations.

Today, more and more companies are voluntarily adopting ISO 18788:2015 and PSC 1-2012(R2017) besides numerous other guidelines & standards which supplement and compliment the duty of care, professionalism and enhance the brand value

ISO 18788: 2015 Benefits to Organizations

- Validate credibility of operating responsibly as a security function or service provider.
- Exhibit risk based thinking across all functions, processes and interactions.
- Minimize processes errors and deviations from service standards.
- Supplement brand reputation & ensure continual improvement.
- Enhance business value for customers and supply chain partners.
- Reduce costs related to human capital rights and turnover.
- Stand out amongst competition as an organization that adopts best practices



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Security Operations Excellence Practitioner

3 days

Individuals at early stages of career in Security Operations Management preparing for a Supervisory and Management role .

- Explain Security Operations Management- an extension of Security Risk Management framework.
- Familiarize with industry best practices for private security officer Selection and Training, background screening and vetting of personnel.
- Developing Security Incident Management and Response structure.
- Understanding Security Operations Management Standard & Governing Principles.
- Describe body of knowledge for establishment, development, implementation and maintenance of security operations management system.
- Appreciate the correlation between ISO 18788 and other management standards

Security Operations Excellence Specialist

5 days

Individuals with reasonable knowledge of organizational business processes and risk management, considered as key contributors to Security Operations & Risk Management.

- Interpretation of requirements of ISO 18788 in context of an organization.
- Develop implementation framework for ISO 18788 and documentation tool kit.
- Establish Security Operations Management Policy, Objectives and performance measures.
- Conduct security & human rights Risk Assessment within the organization and Supply Chain.
- Explain Use of force continuum, training and control standards.
- Outline the Security Management competencies for career progression.
- Introduction to Auditing concepts and internal audit program for conformance to ISO standard.
- Develop documentation and checklists of SOMS Audit.
- Practice internal audit for a case study and prepare audit reports.
- Identify corrective action and continual improvement plans for SOMS.

GET IN TOUCH