Simplification of Work Processes & Procedures Methodologies, Implementation & Monitoring

Date		($)Fees	
26 January -30 January 2025	Istanbul	3500	Register Now

Why Choose this Training Course?

This practical and highly engaging course will prepare all participants to design, develop, manage, control, implement, simplify and monitor work processes and procedures and associated management system documents such as work instructions, forms, labels and tags. The course will especially focus on producing and simplifying procedures.

This course will feature:

- Complete definitions and use of all relevant documents
- A complete approach to Management System documentation structures
- The compelling need for simplicity and clarity and how to achieve it
- Hands-on procedure and other documentation writing
- How to analyse procedures in order to simplify them

What are the Goals?

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

- Describe the purpose, advantages & structure of a documented Management System
- Demonstrate how management documentation is developed
- Identify who needs to be involved in the process of developing such documentation
- Write clearly and simply each type of document emphasizing on procedures
- Explain how to analyse process flow charts with the aim of simplifying the procedure

Who is this Training Course for?

This course will prove to be valuable and productive for all those who are interested in writing, reviewing, simplifying or managing work processes and procedures. Participants of all levels will gain valuable knowledge and skills.

This course is suitable to a wide range of professionals but will greatly benefit:

- All staff involved in writing procedures or other work process related documents
- Those managing the procedures
- Administration and Secretarial Professionals
- Those involved in auditing work procedures/documentation
- Management System Documentation and Quality Professionals

How will this Training Course be Presented?

This course will utilise a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. This includes a high level of interaction and delegate participation.

The trainer will explain issues using real examples and will then involve the delegates in discussion, practical examples and workshops. A range of methods including discussions, case studies, workshops and videos designed to promote understanding and skill building will be used.

The Course Content

Day One: Introduction: The Business Need for Procedures

- Introduction to Management Systems
- What all organisations need to do
- The need for comprehensive documentation
- Policies, purpose and content
- Writing policies
- Allowing for Organisational Change

Day Two: Designing and Developing Procedures

- Practical activities
- Preparing to document the Management System
- All about Procedures
- Designing the Procedures
- Purpose and content of procedure documents
- Writing simple, clear and concise procedures

Day Three: Documentation Standards and Control

- The influence of ISO9001 and other related standards
- Writing Work Instructions, purpose and content
- Applying the Plain English Standard
- The Management and control of Documents
- Forms, Tags & labels purpose and content
- Records: what they are and their importance

Day Four: Analysing and Simplifying Procedures

- The use of Flowcharts and how to interpret a flowchart
- The problem with text and how the flowchart solves it
- Flowchart symbols

- Different types of process maps
- Value added maps
- Analysing and simplifying procedures

Day Five: Planning System Development & Ensuring its Integrity

- Planning the development of a Management System
- Which procedures do we write first and why
- Approval and management support
- Documentation lifecycle and review points
- Management System review: the power of auditing
- Case Studies

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