

# € TRAINING

Simplification of Work Procedures



# Simplification of Work Procedures

## Introduction:

All business activities are governed by work procedures. Much effort is spent on looking at how to establish and carry out procedures, and, while this is important, it sometimes overshadows the importance of effectively capturing and documenting the optimum method of carrying out the procedure.

This course shows how to design, develop, manage, control, implement, and monitor work procedures and associated Management System documents such as work instructions, forms, labels, and tags. It will also show how to analyze and simplify procedures.

## Course Objectives:

At the end of this course the participants will be able to:

- Explain the purpose and advantages of a documented Management System.
- Explain a typical Management System documentation structure.
- Provide an understanding of how management documentation policies, procedures, work instructions, etc are developed.
- Consider who needs to be involved in the process of developing such documentation.
- Explain the sections in each type of document and the purpose and content of each section.
- Show how to write clearly each type of document, with specific emphasis on procedures.
- Show how to use process flowcharts in procedure writing.
- Explain how to analyze process flow charts with the aim of simplifying the procedure.

## Targeted Audience:

- Quality Management Staff
- Human Resources Staff
- Managers and Head of Units
- All Staff Involved in Writing Procedures or Other Work Process-Related Documents.
- Those Managing the Procedure/Management System Documentation
- Those Involved in Auditing Work Procedures Documentation

## Course Outlines:

### Unit 1: The Business Need for Procedures:

- Management Systems: Why we need them and what they are
  - What all organizations need to do
  - Customers and meeting their requirements
  - The 5 main work quality issues
  - Management systems concepts
  - The need for documentation
- Management System Structure
- Purpose, customers, and content
- Writing policies

## Unit 2: Designing and Developing Procedures:

- Preparing to document the Management System
- Procedures parts
  - Purpose, customers, and content
  - Writing procedures
- Guidance on writing clear, concise procedures

## Unit 3: Documentation Standards and Control:

- The influence of ISO9001 and other related standards
- Work instructions
  - Purpose, customers, and content
  - Writing work instructions
- The Management and control of Documents
- Forms
  - Purpose, customers, and content
- Developing forms
  - Purpose, customers, and content
- Designing Tags and labels
- Electronic tagging
- Tags & labels
- Records: what they are and their importance

## Unit 4: Analyzing and Simplifying Procedures:

- The use of Flowcharts
  - The problem with text and how the flowchart solves it
  - What is a flowchart
  - Flowchart symbols
  - How to draw a flowchart
  - How to interpret a flow chart
  - Value-added maps
  - Functional Deployment
- The eleven steps to analyzing and simplifying procedures

## Unit 5: Planning System Development & Ensuring its Integrity:

- Planning the development of a Management System
  - The need for a plan
  - Which procedures do we write first? why?
  - Management support
  - Documentation lifecycle
- Management System review: the power of auditing