



*Training Course:  
Simplification of Work Processes and Procedures*

*7 - 11 October 2024  
Kuala Lumpur (Malaysia)  
Royale Chulan Kuala Lumpur*

## Training Course: Simplification of Work Processes and Procedures

Training Course code: MA6091 From: 7 - 11 October 2024 Venue: Kuala Lumpur (Malaysia) - Royale Chulan Kuala Lumpur Training Course Fees: 5250 € Euro

### Introduction

"Going back to basics". This is the main theme of this highly interactive course which aims to help participants recognize the need to simplify their organizational processes and procedures. The course will provide the participants with international best practices which will help them understand the causes of complexity and identify areas for improvement by focusing on eliminating waste, simplifying procedures, and standardizing and automating opportunities. Participants in this practical course will also learn tools to map and diagram processes and procedures revealing issues and opportunities for improvement. Various hands-on tools will present participants with the opportunity to transfer this knowledge to their organization and expect immediate results.

### Course Methodology

This course depends heavily on hands-on exercises and analysis of case studies. Through presentations and group discussions, participants will share ideas and discuss opportunities. Additionally plenary debriefs will be used to enhance the learning experience.

### Course Objectives

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

- Recognize the principles of organizational design and their linkage to the complexity
- Identify the impact of complex policies and procedures in organizations
- Examine the use of flow charts and workflow techniques
- Compare various tools for simplification and mapping
- Analyze and effectively distribute work allocated to employees in an organizational unit
- Appraise the importance of office layout and processes in terms of improving efficiency

### Target Audience:

Managers, supervisors, and employees who are involved in the design, simplification, or are end-users, of procedures.

### Target Competencies:

- Applying simplification
- Process mapping
- Understanding lean and waste
- Organizational design
- Enhancing Productivity
- Simplifying layout design

### Course Outline

- **Day 1 Workflow process**
  - Planning the work
  - Types of plans
  - Organizing and allocating resources
  - Directing and controlling individual and organizational performance
  - The control process
  - Types of control
  - Principles of organizing
  - Designing organizational charts
  - The direct link between charts and procedures
- **Day 2 Work Flow process techniques**
  - The parallel and sequential techniques
  - The stages of work simplification:
    - Selection of procedures
    - Collecting data
    - Data analysis and evaluation
    - Suggestions for improvement
    - Implementation
    - Follow-up and evaluation
  - The use of flow charts in simplification of procedures
  - Simple process flow procedure charts
  - Preparing and analyzing flow charts
  - Simplifying procedures and recommending changes
  - Lean principles to simplify processes
  - 5S program
  - Swim lane charts
- **Day 3 Statement of Work SOW Workshop**
  - Analyze a mission need to determine the actual requirements
  - Select an appropriate SOW type that satisfies the government requirements
  - Describe all aspects of the work to be done in a way that will be understood by offerors
  - Write an SOW that is free from ambiguities and will result in responsive, competitive proposals
  - Evaluate the impact of an SOW on achieving best value throughout the acquisition process
- **Writing business requirements**
  - Functional and non-functional requirements
  - Writing effective requirements
  - Validating requirements
  - The content of a business requirements specification
  - Deal with Flow charts and how it works.
- **Day 4 Project management**
  - Planning projects
  - Scheduling projects
  - Organizing and controlling projects
  - Selecting projects using capital budgeting techniques
  - Managing project stakeholders
- **Mapping and analysis tools for simplification of processes and procedures**
  - Process mapping
  - Value stream mapping
  - Supplier Input, Process, Output, Customer SIPOC analysis
  - Turtle diagram
  - Shell 'ESSA' model for simplification
  - Procedures process flow chart
  - The multi-column process chart

- Questions to get you started
- Simplification of procedures to improve productivity
- Success Factors for Simplification of Procedures
- **Day 5 Concept and importance of work distribution chart**
  - Preparing and analyzing a work distribution chart
  - Reallocation of workload and redistribution of jobs
- **Simplifying space design and layout**
  - Office/Department layout analysis
  - Using spaghetti diagram for analyzing distance/Department layout
  - Redesigning offices by using office layout charts

## Registration form on the Training Course: Simplification of Work Processes and Procedures

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Complete & Mail or fax to Global Horizon Training Center (GHTC) at the address given below

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### Person Responsible for Training and Development

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### Payment Method

- Please find enclosed a cheque made payable to Global Horizon
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