



*Training Course:  
Simplification of Work Procedures*

*13 - 17 May 2024  
Kuala Lumpur (Malaysia)  
Royale Chulan Kuala Lumpur*

## Training Course: Simplification of Work Procedures

Training Course code: PS1036 From: 13 - 17 May 2024 Venue: Kuala Lumpur (Malaysia) - Royale Chulan Kuala Lumpur  
Training Course Fees: 4950 € Euro

### 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 practical 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.

#### Unique features of this seminar:

- Presents a wholistic approach to typical Management System documentation structures, creation, implementation, management, and review
- Focus on the need for clarity and how to achieve it
- Hands-on procedure and other documentation writing
- Explains how to analyze procedures in order to simplify them

Training will involve a high level of interaction and delegate participation. The intention is that the trainer will explain issues, using real examples, but will then involve the delegates in discussion, examples, and workshops, using the information provided.

### Course Objectives of Simplification of Work Procedures

- 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.

#### It will be of benefit to:

- 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 Benefits of Simplification of Work Procedures

- Increased understanding of the benefits of using procedures

- Knowledge on how to develop an appropriate documented Management System
- Develop authoring skills, which will be useful tools in all types of management system documentation creation, to help ensure concise, accurate, and complete documents.
- Ability to analyze and improve procedures and work instructions
- Understand the importance of managing and auditing the Management System documentation

## Course Results of Simplification of Work Procedures

This program will provide you with the skills to enable you to:

- Apply a logical methodology to the structure of work and Management System documentation.
- Expand the expertise of personnel involved in developing simple procedures and other Management System documentation allowing project and general management teams to be more effective.
- Assist in the planning and development of management system documentation.
- Develop and implement common optimal ways of working resulting in increased effectiveness and efficiency.
- Begin to monitor the effective implementation of the Management System.
- Analyze and improve procedures.

## Core Competencies of Simplification of Work Procedures

- Understanding the purpose of Management Systems and their documentation
- Developing an appropriate structure of Management System documentation
- Developing effective procedures, policies, and other documentation types
- Evaluating, analyzing and improving Management System documentation

## Course Outlines of Simplification of Work Procedures

### Day One

#### Introduction: The Business Need for Procedures

- Introduction
- 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
- Policies
- Purpose, customers, and content
- Writing policies

### Day Two

#### Designing and Developing Procedures

- Preparing to document the Management System
- Procedures part 1
  - Purpose, customers, and content

- Writing procedures
- Guidance on writing clear, concise procedures
- Procedures part 2

## Day Three

### 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

## Day Four

### 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

## Day Five

### 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

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

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

### Delegate Information

Full Name (Mr / Ms / Dr / Eng): .....  
Position: .....  
Telephone / Mobile: .....  
Personal E-Mail: .....  
Official E-Mail: .....

### Company Information

Company Name: .....  
Address: .....  
City / Country: .....

### Person Responsible for Training and Development

Full Name (Mr / Ms / Dr / Eng): .....  
Position: .....  
Telephone / Mobile: .....  
Personal E-Mail: .....  
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### Payment Method

- ☐ Please find enclosed a cheque made payable to Global Horizon
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