



*Training Course:  
Professional in Process Documentation (PDXEL)*

*21 - 25 July 2025  
Kuala Lumpur (Malaysia)  
Royale Chulan Kuala Lumpur*

## Training Course: Professional in Process Documentation (PDXEL)

Training Course code: OM235792 From: 21 - 25 July 2025 Venue: Kuala Lumpur (Malaysia) - Royale Chulan Kuala Lumpur Training Course Fees: 5500 € Euro

### Introduction

Process documentation is a fundamental part of business management, ensuring organized work and sustainable quality and efficiency. This training course aims to equip participants with the knowledge and skills necessary to document processes effectively using advanced methods based on professional standards. The course will also enhance the understanding of how to improve processes through precise and efficient documentation to achieve optimal organizational performance.

### Objectives

- Learn the basic and advanced concepts in process documentation.
- Develop skills to analyze and document processes effectively.
- Gain knowledge of the tools and techniques used in advanced process documentation.
- Be able to improve processes through organized documentation.
- Prepare participants to manage process documentation projects within the organization.

### Target Audience

- Process Managers and Supervisors.
- Quality and Continuous Improvement Staff.
- Business Analysts and Consultants.
- Professionals involved in process documentation within organizations.
- Specialists in preparing operational manuals and policies.

### Training Program Outline

#### Day 1:

- Introduction to Process Documentation:
  - Definition and importance of process documentation.
  - The difference between process documentation and policy documentation.
  - Benefits of documenting processes within organizations.
  - Core principles of process documentation.
- Tools and Techniques for Process Documentation:
  - Using tools and applications for process documentation.

- Selecting the right tools for documenting processes.
- Working with process flowcharts and diagrams.

#### Day 2:

- Process Analysis:
  - Identifying main and sub-processes.
  - Analyzing processes to identify best practices.
  - Techniques for documenting flows and processes.
  - Identifying gaps in processes and how to address them.
- Types of Process Documentation:
  - Documenting routine and emergency processes.
  - Creating administrative and technical procedures.
  - Writing and formatting professional documentation.

#### Day 3:

- Writing Effective Documentation:
  - Best practices for writing processes.
  - How to document complex procedures.
  - Ensuring clarity and accuracy in documentation.
  - Including diagrams and tables in documentation.
- Visual and Electronic Documentation:
  - Using flowcharts and other diagrams.
  - Modern techniques in electronic documentation.
  - How to use suitable software for documenting processes.

#### Day 4:

- Improving Processes Through Documentation:
  - Using documentation to analyze and improve processes.
  - Linking processes with modern technologies such as automation and AI.
  - Documenting processes for continuous review and analysis.
  - Creating scalable and modifiable processes.
- Documentation and Organizational Management:
  - Applying process documentation across different departments.
  - Collaborating between teams to ensure accurate documentation.
  - Process documentation applications in business strategies.

#### Day 5:

- Evaluation and Review:
  - How to assess the effectiveness of documented processes.
  - Reviewing and updating approved procedures.
  - Ensuring employee adherence to documented procedures.
  - Using documentation in operational reporting.
  
- Reporting and Documenting Results:
  - How to prepare comprehensive reports on documented processes.
  - Techniques for documenting process improvement results.
  - Evaluating performance and using documentation to refine work strategies.

## Registration form on the Training Course: Professional in Process Documentation (PDXEL)

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- Please find enclosed a cheque made payable to Global Horizon
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