



*Training Course:
Simplification of Work Procedures*

*7 - 11 December 2026
Kigali (Rwanda)*

Training Course: Simplification of Work Procedures

Training Course code: PS1036 From: 7 - 11 December 2026 Venue: Kigali (Rwanda) - Training Course Fees: 6350 € 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

- 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

Target Audience

This program is designed for:

- Quality assurance QA and quality control QC professionals responsible for documentation and compliance systems.
- Process improvement, continuous improvement, and operational excellence specialists.
- ISO coordinators and management system representatives involved in ISO 9001 and related standards implementation.
- Engineers and supervisors responsible for developing, updating, or managing work procedures and instructions.
- Document controllers and administrative staff managing organizational documentation systems.
- Operations and production managers seeking to standardize and optimize work processes.
- Internal auditors and compliance officers responsible for reviewing procedures and ensuring system integrity.

Course Outlines

Day 1: 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 2: 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 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

Day 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

Day 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

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

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