Simplification of Work Processes and Procedures

تبسيط وانهاء اجراءات الاعمال اليومية بفعالية

31 January - 04 February 2021

Bahrain

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 shows how to analyze and simplify procedures.

Objectives

• 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 analyses and improve procedures and work instructions
• Understand the importance of managing and auditing the Management System documentation

Who Should Attend?

This program will prove to be a useful and productive for all those who are interested in writing, reviewing, simplifying or managing work procedures. 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

PROJACS ACADEMY

Course Outline

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
- Tags & labels
  - Purpose, customers and content
  - Designing Tags and labels

- ➢ Electronic tagging
- 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

Training Method

- Pre-assessment
- Live group instruction
- Use of real-world examples, case studies and exercises
- Interactive participation and discussion
- Power point presentation, LCD and flip chart
- Group activities and tests
- Each participant receives a binder containing a copy of the presentation
- slides and handouts
- Post-assessment

Program Support

This program is supported by interactive discussions, role-play, case studies and highlight the techniques available to the participants.

Schedule

The course agenda will be as follows:
- Technical Session   08.30-10.00 am
- Coffee Break   10.00-10.15 am
- Technical Session   10.15-12.15 noon
- Coffee Break   12.15-12.45 pm
- Technical Session   12.45-02.30 pm
- Course Ends   02.30 pm

Course Fees*

- **2,950USD**
  VAT is Excluded If Applicable

مقدمة

تخضــع جميع الأنشــطة التجارية من خلال إجراءات العمل. وينفق الكثير من الجهد في النظر في كيفية تأسيس وتنفيذ هذة الإجراءات، فإنه يلقي بظلاله في بعض الأحيان على أهمية التقاط أهمية توثيق الأسلوب الأمثل لتنفيذ الإجراءات بفعالية.

يظهر هذا المسار العملي كيفية تصميم وتطوير و إدارة ومراقبة وتنفيذ ورصد إجراءات العمل وما يرتبط بها من وثائق في نظام إدارة تعليمات العمل والنماذج. وكذلك كيفية تحليل و تبسيط الإجراءات.

الاهداف

- زيادة فهم فوائد استخدام الإجراءات
- معرفة كيفية تطوير نظام إدارة موثق ومناسب
- تطوير المهارات ، والتي سوف تكون أدوات مفيدة في نظام الإدارة
- القدرة على تحليل وتحسين الإجراءات و تعليمات العمل
- فهم أهمية إدارة وتدقيق نظام إدارة الوثائق

الحضور

- جميع الموظفين المشاركين في الإجراءات الكتابة أو غيرها من الوثائق.
- المتورطين في عمل إجراءات العمل / تدقيق الوثائق