

Introduction

Business operations are guided by work procedures. While substantial attention is placed on creating and executing these procedures, it often overshadows the crucial task of capturing and documenting the most efficient way to carry out these processes.

This course will demonstrate how focusing on process work and the fundamental principles of work simplification can create a more efficient and streamlined organizational environment. Participants will gain the knowledge to design, develop, manage, control, implement, and monitor work procedures, as well as associated Management System documents such as work instructions, forms, labels, and tags. The course will also teach participants how to analyze and simplify these procedures while incorporating work simplification principles into management.

Target Audience

- Quality Management Staff
- Human Resources Staff
- Managers and Department Heads
- All Employees Involved in Writing Procedures or Work Process-Related Documents
- Individuals Managing Procedure or Management System Documentation
- Those Involved in Auditing Work Procedures Documentation

Course Goals

Upon completing this course on work process simplification, participants will be able to:

- Explain the benefits and purpose of a documented Management System.
- Understand the typical structure of Management System documentation.
- Comprehend how management documentation (policies, procedures, work instructions, etc.) is developed.
- Identify who should be involved in the documentation development process.
- Explain the structure and content of each type of document.

- Learn how to write each document type, with a focus on procedures.
- Understand how to incorporate process flowcharts in procedure writing.
- Analyze process flowcharts to simplify procedures.
- Understand the need for clarity in documentation and how to achieve it.
- Analyze and improve procedures and work instructions.
- Assist in the planning and development of management system documentation.
- Begin monitoring the successful implementation of the Management System.

Key Competencies

- Understanding the purpose and importance of Management Systems and their documentation
- Structuring effective Management System documentation
- Creating and writing policies, procedures, and other management documents
- Evaluating, analyzing, and enhancing the quality of Management System documentation

Course Outline

Unit 1: The Business Need for Procedures

- The necessity of Management Systems: What they are and why they are needed
- Essential tasks for all organizations
- Understanding customers and meeting their needs
- The five major work quality issues
- Concepts of Management Systems
- The importance of documentation
- Structure of a Management System

- Policies: Their purpose, customers, and content
- Writing effective policies

Unit 2: Designing and Developing Procedures

- Preparing to document a Management System
- Key components of procedures
- Purpose, customers, and content of procedures
- Writing clear, concise procedures

Unit 3: Documentation Standards and Control

- The influence of ISO 9001 and other standards
- Work instructions: Purpose, customers, and content
- Writing work instructions
- Managing and controlling documents
- Forms: Purpose, customers, and content
- Developing forms
- Designing tags and labels, including electronic tagging
- The importance of records

Unit 4: Analyzing and Simplifying Procedures

- The role of flowcharts in simplifying procedures
- The problem with text and how flowcharts help solve it
- Understanding flowcharts and their symbols
- Drawing and interpreting flowcharts

- Value-added maps and their use
- Functional deployment
- The eleven steps to analyzing and simplifying procedures

Unit 5: Planning System Development & Ensuring Integrity

- Planning the development of a Management System
- The importance of a structured plan
- Prioritizing procedures to write and why
- Gaining management support for the documentation process
- The documentation lifecycle
- Reviewing the Management System: The role of audits

Enhancing Work Simplification

Work simplification involves analyzing existing processes, identifying unnecessary complexities, and streamlining tasks to eliminate waste and improve performance. This course section will focus on methodologies for simplifying processes to increase efficiency. Participants will explore techniques such as process mapping, examine successful simplification case studies, and gain tools to implement these strategies within their organizations. By the end of this module, participants will have a complete understanding of work processes and the ability to transform their work environment through effective simplification strategies.