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Streamlining of Work Processes and Procedures in the Public Sector

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 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.

Course Objectives

At the end of this course the participants will be able to:

- 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 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 to simplify the procedure.
- Focus on the need for clarity and how to achieve it
- Analyze and improve procedures and work instructions
- Assist in the planning and development of management system documentation.
- Begin to monitor the effective implementation of the Management System.

Course Coverage

Topic 1: The Business Need for Procedures:

- 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

Topic 2: Designing and Developing Procedures:

- Preparing to document the Management System
- Procedures parts
- Purpose, customers and content
- Writing procedures
- Guidance on writing clear, concise procedures

Topic 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

Topic 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

Topic 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

Targeted Participants

- Quality Management Staff
- Human Recourses Staff
- Managers and Head of Units
- 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