

# From Process to Procedure

## Overview

An organisation's performance depends critically on having the right processes and on implementing them correctly. Good documented procedures help to ensure that people know what to do, how, when and where to do it. Sadly, documentation in many organisations often hinders more than it helps. This is particularly true where current operations do not reflect good practice. Even where they do, the documented procedures are often bloated, too numerous and difficult to follow. Consequently, they do not provide the kind of support and control that should be expected. Writing effective procedures is a key skill which can be improved significantly through training.

This course fills an important gap. It provides simple but powerful techniques for analysing critical activities and using the results to develop user-friendly documentation that establishes good practice.

This 2-day course is highly practical and contains of a series of exercises led by the tutor to ensure learning by doing.

## Who should attend

- Persons assigned to lead the development of a process-based management system.
- Employees who will be engaged in developing a modern process-based management system.
- Managers who wish to avoid or replace paper bureaucracy with efficient, user-friendly documented procedures which employees will be glad to follow.

## Benefits

- Participants will be able to apply practical techniques for improving the way they work and inducting others into the same ways.
- Sponsor organisations will be able to establish a core resource for developing a management system based throughout on good practice that employees respect and will follow.

## Key Topics

- Understanding processes
- Management systems built from processes
- Mapping a current process
- Reviewing and improving processes
- Making processes "sing" in harmony
- Deciding what and where documents are needed
- Translating process maps into procedures and other types of document
- Selecting and using mapping and other software
- Integrating management systems effectively

## Structure

This 2-day course comprises a series of interactive tutorials, examples and team-based exercises. Each participant who completes the course will receive a set of course notes and a certificate.