MERCURY

Simplification of Work Processes and Procedures Course

27 June – 1 July 2027
Sharm El-Sheikh (Egypt)



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Ref: 1036_290220 **Date:** 27 June – 1 July 2027 **Location:** Sharm El-Sheikh (Egypt) **Fees:** 4500 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 course shows how work on the process, the essence of what is work simplification, and the process simplification efforts, can lead to a more streamlined and efficient organizational environment. Participants will learn to design, develop, manage, control, implement, and monitor work procedures and associated Management System documents such as work instructions, forms, labels, and tags. Furthermore, the course covers how to analyze and simplify these procedures to embody the principles of work simplification in management.

Targeted Groups

- Quality Management Staff
- Human Resources 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

Course Objectives

At the end of this simplification of the work process, 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. is 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.

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Targeted Competencies

- Understanding the purpose of Management Systems and their documentation
- Developing an appropriate structure of Management System documentation
- Developing effective procedures, policies, and other documentation types
- Evaluating, analyzing, and improving Management System documentation

Course Content

Unit 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

Unit 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

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Unit 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
- Designing Tags and labels
- Electronic tagging
- Tags & labels
- Records: what they are and their importance

Unit 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

Unit 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

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Enhancing Work Simplification

Work simplification is a systematic approach to improving the efficiency of work processes and procedures. It involves analyzing existing processes, identifying unnecessary complexities, and streamlining tasks to reduce waste and improve performance. This course module will focus on methodologies to simplify processes and make work more efficient. We will explore process mapping techniques, examine case studies of successful simplification projects, and provide participants with the tools to implement these strategies within their organizations. By the end of this module, you will have a comprehensive understanding of how processes work and the ability to transform your work environment through effective simplification strategies.