



Course Outline

Process Mapping, Writing Procedures & Work Instructions

Course Target Group

This course is targeted at the quality management task team and middle management.

Course Objective

To equip delegates with the knowledge and skills to:

- Identify Key Business Processes
- Map the Key Business Processes (*Identify inputs, outputs, performance measures, responsibilities, accountability and resources*)
- Write Procedures & Work Instructions in the context of a Risk Management System which is based on the ISO Process Approach

Course Content

KBP Identification & Mapping

- The first step is to identify which of the many processes in the organisation need to be managed and controlled. Delegates will be taken step-by-step through a simple process of identifying and mapping the KBP's in the business. These are recorded on a summary template that provides the skeleton for procedure writing.

Procedure Writing

- Step two is to document in a procedure, the management activities required to achieve the performance that ultimately delivers customer satisfaction. Using the KBP Summaries developed on day one, delegates will flesh out the skeleton into KBP Procedures that will detail the inputs to the process, the management control activities, the output/records and the performance measures, and reporting.
- The following topics will be addressed:-
 - Process Approach
 - Process Mapping
 - Document Structure
 - Document Formats
 - Flowcharting
 - Narratives

Work Instructions

Work Instructions are developed to describe the controls that need to be applied to manage the key risks of selected activities (not processes)

- Recommended Formats
- Sequencing
- Use of Graphics & Pictures
- Narrative



- Best Practice Indicators
- Use & Application in the Workplace

Learning Assumed To Be In Place

Delegates MUST be able to write fluently. A tertiary qualification coupled with post graduate related training is required, e.g. work study, developing training material etc.

Course Duration

Duration : 2 days

Assessment & Certification

Successful candidates will be awarded a certificate from **Wareham & Associates** for *Process Mapping, Writing Procedures & Work Instructions*.

In order to be deemed competent delegates are required to complete a case study.

Delegates who are deemed not yet competent will nevertheless receive a certificate of attendance.

Contact Details

For more information regarding the above or any other training requirements, please contact our **Training Administrator, Emily Ackerman** on 021 713 2380 or email training@wha.co.za