

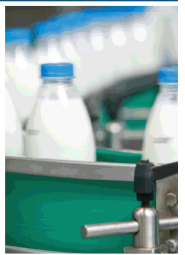
Wareham & Associates provides training to assist organisations in improving their business processes and meeting the requirements of international standards.

We provide training in: Food Safety • Quality • Environmental • OHSA • Sustainability
• Lean Manufacturing Tools / Techniques • Integrated Risk Management



OUR MISSION

To create internationally competitive risk management and sustainability solutions.



PROCESS MAPPING, WRITING PROCEDURES & WORK INSTRUCTIONS (DATASHEET # 7.1-16) DURATION: 2 DAYS

Who should attend this training?

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

What is the course all about?

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

What will you learn about?

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

Prior Experience & Learning

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.

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.



CONSULTING, FACILITATION & TRAINING