



# ME049: Simplification of Work Procedures and Process Streamlining

## Training Description:

"Going back to basics." This is the main theme of this highly interactive course which aims to help participants recognize the need to simplify their organizational processes and procedures. The course will provide the participants with international best practices which will help them understand causes of complexity and identify areas for improvement by focusing on eliminating waste, simplifying procedures, and standardizing and automating opportunities. Participants on this practical course will also learn tools to map and diagram processes and procedures revealing issues and opportunities for improvement. Various hands-on tools will present participants with the opportunity to transfer this knowledge to their organization and expect immediate results.

## Training Objectives:

**By the end of the training, participants will be able to:**

- ✓ Recognize the principles of organizational design and their linkage to complexity
- ✓ Identify the impact of complex policies and procedures in organizations
- ✓ Examine the use of flow charts and work flow techniques
- ✓ Compare various tools for simplification and mapping
- ✓ Analyze and effectively distribute work allocated to employees in an organizational unit
- ✓ Appraise the importance of office layout and processes in terms of improving efficiency

## Training Designed for:

This course is intended for all Managers, Supervisors and Employees who are involved in the design, simplification, or are end users, of procedures.

## Training Requirement:

**"Hand's on practical sessions, equipment and software will be applied during the course** if required and as per the client's request."

**Contents can be adapted to your specific wishes. It is therefore possible to focus on specific modules of the training course as per client's learning needs and objectives. Further, it should be forwarded to us a month prior to the course dates.**

## Training Program:

### DAY ONE:

- ❖ PRE-TEST
- ❖ Introduction
- ❖ The Role of Management Process and Organizational Design
  - Planning the work
  - Organizing and allocating resources
  - Types of plans
  - Directing and controlling individual and organizational performance
  - The organizing function and process
  - Principles of organizing
  - Designing organizational charts

- The direct link between charts and procedures

#### DAY TWO:

##### ❖ Policies and Procedures

- Definitions and concepts
- Signs of complicated procedures
- Importance and goals of procedures
- Work simplification goals
- Procedure for developing effective procedures
- Productivity defined

#### DAY THREE:

##### ❖ Work Flow Techniques

- The parallel and sequential techniques
- The stages of work simplification
  - Selection of procedure(s)
  - Collecting data
  - Data analysis and evaluation
  - Suggestions for improvement
  - Implementation
  - Follow-up and evaluation
- The use of flow charts in simplification of procedures
- Simple process flow procedure charts
- Preparing and analyzing flow charts
- Simplifying procedures and recommending changes
- Lean principles to simplify processes
- 5S program

#### DAY FOUR:

##### ❖ Mapping and Analysis Tools for Simplification of Processes and Procedures

- Process mapping
- Value stream mapping
- Supplier Input, Process, Output, Customer (SIPOC) analysis
- Turtle diagram
- Shell 'ESSA' model for simplification
- Swim lane charts
- Procedures process flow chart
- The multi column process chart
- Questions to get you started
- Simplification of procedures to improve productivity
- Reducing wastage in human effort, time, space and material
- Improving employees' efficiency and effectiveness

#### DAY FIVE:

##### ❖ Concept and importance of work distribution chart

- Preparing and analyzing a work distribution chart

- Reallocation of workload and redistribution of jobs
- ❖ **Simplifying space design and layout**
  - Office and department layout analysis
  - Using spaghetti diagram for analyzing distance and department layout
  - Redesigning offices by using office layout charts
- ❖ Course Conclusion
- ❖ POST-ASSESSMENT and EVALUATION

### Training Methodology:

This interactive training course includes the following training methodologies as a percentage of the total tuition hours:

- 30% Lectures, Concepts, Role Play
- 70% Workshops & Work Presentations, Techniques, Based on Case Studies & Practical Exercises, Gamification, Software & General Discussions
- Pre and Post Test

### Training Certificate(s):

CMCT Internationally recognized certificate(s) will be issued to each participant who completed the course.

### Training Fees:

**TBA as per the course location** - This rate includes participant's manual, hand-outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Note: The 5% VAT (Value Added Tax), will be effective starting 01<sup>st</sup> of January 2018 as per the new regulation from the UAE Government. The VAT applies for all quotation both for local and abroad.

### Training Timings:

#### Daily Timings:

07:45 - 08:00	Morning Coffee / Tea
08:00 - 10:00	First Session
10:00 - 10:20	Recess (Coffee/Tea/Snacks)
10:20 - 12:20	Second Session
12:20 - 13:00	Recess (Prayer Break & Lunch)
13:00 - 14:00	Last Session

#### For training registrations or in-house enquiries, please contact:

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