



Writing Procedures – Current Best Practices

**WRITING
PROCEDURES**

6th October 2023

10:00 – 16:00

HYBRID: ONLINE / CREWE

Member Rates		Non-Member Rates	
Online	£300 + VAT	Online	£400 + VAT
In Person	£350 + VAT	In Person	£450 + VAT

Procedures are business critical documents for any organisation. They:

- Record and define how tasks and activities are done to ensure they are undertaken safely, repeatably and consistently.
- Are foundational in the training of new personnel, and if written well will reduce the time taken for them to become competent, so reducing costs.
- Should capture current best practice for the business and any lessons learnt, becoming a repository for knowledge and experience, preventing problems from repeating and guarding against loss of knowledge.

This course will consider procedures

- In the wider context of other business systems, how they sit with training and competence documentation
- In how best to format and write procedures, what sorts of information should be included and how to lay out the document.

This is an interactive course which encourages discussion and exploration of the concepts through exercises and activities. Our trainer has been promoting and implementing Lean style Standard Operation Procedures in the process industries for nearly two decades and brings a wealth of experience to course.

The course agenda includes:

Introduction to Procedures

- How are they viewed – common shortcomings and issues

Principles of Procedures

- Philosophy
- Supporting documents
- Types of information contained in procedures

Best practice format for procedures

- How to lay out and format a procedure
- How to read a procedure
- How to decide where a procedure starts and finishes

Procedure style guide – how to write well

Why don't people follow procedures

- Human failures – why things go wrong
- Human reliability – techniques to get things to go right
- Job Aids

The bigger picture – Takt Time, Standard Work & other documentation

Presented in association with



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BOOKING FORM

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Telephone No.		Fax No.	
Booked by			
Email Address			
Membership Category	Member		Non-Member
Purchase Order No			
Accounts Dept Email Address			
DELEGATE DETAILS			
Name (First & Surname)	Email Address	Attendance	
		Online	In Person
Any special dietary requirements? (only applicable if attending in person)			
Please tick here if you wish to opt out of receiving details of future events and presentations organised by the Chemical Business Association			

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Confirmation of booking will be issued by email once the booking has been processed. Joining instructions will be sent out by email approximately one week prior to the event

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