Techniques for writing procedures and policies

> **To showcase the expertise and know-how of the company**
> **To identify the processes, company policies and procedures**
> **To learn how to write policies and procedures**
> **To maintain and update your system**

The development and the effective sharing of organizational knowledge is both a goal and strategic challenge for companies. Unfortunately, these tend to continually try to reinvent the wheel because they do not effectively share existing knowledge of their employees.

It is therefore necessary to share this valuable knowledge. This effective pooling must be part of a process of continuous improvement and part of the corporate culture. This will make writing the company's policies and procedures easier.

The Official Policy, Procedures and Work Instructions Compilation serves as a dynamic improvement tool by consolidating, highlighting and disseminating the company's achievements while opening the door for many improvements. But the fact remains that such an approach can be laborious despite the enormous benefits it provides.

Our training allows you to acquire tools and tangible know-how that is applicable at all stages of the process: reflection, action plan, writing and maintenance.

Duration: One day

Teaching Methods

> Training available in public forums in several regions of Quebec
> Also offered in-company, tailored to your needs, anywhere in Quebec
> Also available in-company as a companion service
> Consultation services are also offered in-company to assist you in writing your process to meet your specific needs

Objectives

> Identify your policies, procedures and/or business processes
> Develop a critical mind about the content of the documents in order to meet your business goals (quality, efficiency and competence)
> Know the different steps of a documentation project
> Develop an action plan and timeline
> Understanding the impacts of writing a collection of policies and procedures (a documentation project leads to a reduction of non-quality and gray areas)
> Prepare your business writing canvas
> Foster collaboration and reduce work in silos
> Develop a better understanding of what and why your colleagues do
> Establish guidelines and clear standards
> Implement a real culture of sharing within task forces
> More easily integrate new employees

The Qualitemps approach

We believe the establishment of a company system should be done gradually. This must be seen as an opportunity for continuous and dynamic improvement and not as a way to fix things forever. Rather it is to make a point of continuous improvement. For these reasons, our course is to make them completely autonomous participants in the development and updating of documentation, according to their needs and at their own pace.

Detailed course content

> Extension of the officialknowledge guide
>> What to document and why?
>> Policies: definition, features and help with the documentation
>> Procedures: definition, features and help with the documentation
>> Processes: definition, characteristics and use in a documentation approach (process before and after)

> Connections between the documents
> Roles and responsibilities during a knowledge transfer process
> Writing project
>> Identification of needs
>> Project organisation
>> Collecting information
>> Dissemination and access to information
>> Supervision and monitoring
>> Review and modification management

> Conclusion

Who should attend?

For everyone involved in a process of drafting policies and procedures.

Pedagogical approach

> Interactive Lecture
> Hands-on practical exercises