

## **SYSTEMS AND PROCEDURES**

### **COURSE OBJECTIVES**

To guide those wishing to improve their professional skills in the " systems procedures development" department. The course is highly practical and based on experience, not theory. Participants will learn the skills required by a systems and procedures development professional, including producing a company or department manual from start to finish including attention to the written content. They will be able to analyze jobs and prepare job description. They will learn how to conduct effective meetings and make professional presentations. They will utilize brain storming and mind-mapping to create new procedures and to be aware of the precise function of procedures and development departments.

### **WHO SHOULD ATTEND**

- All staff planning to produce manuals or procedures.
- Staff from an established procedures development section wishing to validate their skills or establish internal courses for their section.
- Supervisors and managers requiring an in-depth knowledge of system and procedures development functions.
- Managers responsible for repairing job descriptions. writing regular memos and procedures, and setting standards to monitor performance

### **DURATION**

5 DAYS

### **COURSE CONTENTS**

- Departmental function, aims and objectives.
- Job descriptions, preparation and writing.
- Steps to be taken in the production of a manual including writing style, presentation, numbering, chapter titles and more.
- Handling the arrival of new aircraft or aircraft type.
- Conducting effective meetings for the section.
- Standard setting and monitoring.
- New procedures and the effective implementation.
- Communication skills and the importance of teamwork.
- Mind-mapping and brain-storming for procedures development.
- presentation skills.
- Quality control and procedures development by walkabout.
- The ongoing improvement cycle.

Practical and lively group exercises and presentations.

