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COURSE BROCHURE

Advanced Simplification of Work Processes and Procedures Course

29 March – 9 April 2027
Madrid

Advanced Simplification of Work Processes and Procedures Course

Ref: 470_17106 **Date:** 29 March – 9 April 2027 **Location:** Madrid **Fees:** 9500 GBP

Simplification of Work Processes and Procedures is an advanced 2-week training course for process owners, administrative managers and procedure writers who must remove excess steps, signatures and forms, and who leave with a Simplified Procedure Set complete with controls and a rollout plan. Customers and auditors now judge organisations by how fast a request reaches a decision. Jupiter Prime Training offers this course to owners of procedures who want them shorter yet controlled.

Why Simplification of Work Processes and Procedures Matters Now

Two forces drive procedure simplification today: service users who expect a request to be settled in one visit or one online form, and digital workflow platforms that expose every redundant approval the moment a paper route is automated. Stakeholders inside the organisation also feel the strain, as staff spend hours chasing signatures rather than serving customers. Organisations that simplify well cut cycle times and errors while keeping control; those that simplify badly remove the very checks that protect them. The course draws on Lean waste thinking, the process approach of ISO 9001 quality management systems and the Plan-Do-Check-Act PDCA cycle for testing each change.

Who Gains Most from Simplification of Work Processes and Procedures

- Process owners accountable for how long a request takes and how many hands it passes through
- Administrative managers who approve, delegate and sign within multi-step procedures
- Procedure writers responsible for standard operating procedures, forms and work instructions
- Internal control and quality coordinators who must keep checks effective as steps are removed
- Digital transformation specialists converting paper routes into electronic workflows

A cross-departmental group that shares one service route, such as recruitment, purchasing requests or customer applications, gains most, because its members can agree together which signatures, copies and hand-offs to remove.

Simplification of Work Processes and Procedures Capabilities

Participants learn to shorten procedures with evidence, showing which steps add value, which add risk control and which add neither.

- Assess procedure maturity through step counts, touch points and approval layers — process owners setting simplification targets
- Apply waste and non-value-added analysis to administrative routes — managers deciding which steps to remove
- Design delegation of authority matrices that cut approval layers — executives agreeing sign-off limits
- Specify standard operating procedures in plain language with embedded controls — staff and auditors using one document
- Calculate cycle-time and error-rate gains before and after simplification — sponsors judging results
- Build a rollout plan with training, communication and control checks — departments adopting the new route

Key Simplification of Work Processes and Procedures Terms

- Standard operating procedure SOP — a written, controlled description of how a recurring task is carried out, by whom and with which records.
- Non-value-added step — an activity the customer would not pay for and that no requirement or control demands, such as duplicate checks or copies.
- Approval layer — each level of sign-off a request must pass before a decision, often the main source of delay in administrative routes.
- Delegation of authority matrix — a table assigning decision limits to roles so that routine requests are approved at the lowest suitable level.
- Cycle time — the elapsed time from the moment a request is received until the customer receives the outcome.
- Control point — a step deliberately kept in a simplified procedure because it prevents error, fraud or non-compliance.

Simplification of Work Processes and Procedures Day by Day

Day 1: The Cost of Procedural Complexity

- Procedure Inventory Templates — Revealing How Many Routes and Forms Exist
- Bureaucracy Cost Estimation — Quantifying Staff Hours Spent on Routing
- Customer Journey Mapping — Seeing Procedures Through the Requester's Eyes
- Process Approach in ISO 9001 — Keeping Simplified Routes Within the QMS
- Simplification Opportunity Screening — Choosing the First Routes to Tackle

Day 2: Mapping Current Procedures

- Flowcharting Administrative Routes — Recording Every Step, Copy and Signature
- Step Counting and Touch-Point Analysis — Measuring Procedural Complexity
- Form and Record Inventories — Identifying Duplicate Data Capture
- Walk-Through Interviews With Clerks — Confirming How Routes Really Run
- Baseline Cycle-Time Sampling — Setting Measurable Starting Points

Day 3: Finding Waste in Procedures

- Eight Wastes in Office Work — Classifying Delays, Rework and Over-Processing
- Value-Added and Non-Value-Added Tagging — Marking Steps for Removal
- Redundant Check Detection — Spotting Repeated Verifications Across Units
- Queue and Waiting Analysis — Locating Where Files Sit Idle
- Error and Return Logs — Tracing Why Requests Bounce Back

Day 4: Rethinking Approvals and Authority

- Approval Layer Mapping — Exposing Unnecessary Sign-Off Levels
- Delegation of Authority Matrices — Setting Decision Limits by Role
- Risk-Based Approval Thresholds — Matching Scrutiny to Request Value
- RACI Charts for Procedures — Clarifying Who Decides and Who Is Informed
- Exception Handling Rules — Routing Unusual Cases Without Slowing Routine Ones

Day 5: Redesigning the Workflow

- Eliminate, Combine, Rearrange, Simplify Method — Generating Redesign Options
- Parallel Processing of Checks — Shortening Sequential Review Chains
- One-Stop Service Design — Concentrating Requests at a Single Point
- Form Consolidation — Merging Overlapping Forms Into One Request
- Future-State Procedure Maps — Agreeing the Simplified Route

Day 6: Digital Workflow and Forms

- Electronic Forms Design — Capturing Data Once at the Source
- Workflow Automation Rules — Deciding Which Steps a System Can Perform
- Electronic Signatures and Audit Trails — Preserving Evidence Without Paper
- Status Tracking Dashboards — Giving Requesters Visibility of Progress
- Automation Readiness Checks — Avoiding Digitising a Broken Route

Day 7: Writing Clear Procedures

- Plain-Language Writing Principles — Making Procedures Readable at First Pass
- SOP Structure Templates — Standardising Purpose, Scope, Steps and Records
- Work Instructions and Checklists — Supporting Front-Line Task Accuracy
- Visual Procedures and Swimlane Summaries — Replacing Long Text With Diagrams
- Document Control Rules — Managing Versions, Approval and Withdrawal

Day 8: Keeping Control While Simplifying

- Control Point Identification — Deciding Which Checks Must Remain
- Segregation of Duties Tests — Preventing Conflicts in Shortened Routes
- Procedure Risk Assessment — Weighing Speed Against Error and Fraud Exposure
- Internal Audit Consultation — Securing Assurance Support Before Launch
- Compliance Mapping — Linking Each Retained Step to Its Requirement

Day 9: Measuring and Sustaining Gains

- Cycle-Time and First-Time-Right Indicators — Proving Simplification Results
- Before-and-After Comparison Reports — Communicating Gains to Sponsors
- PDCA Trial Runs — Testing Simplified Procedures on a Small Scale
- Staff Feedback Loops — Detecting Workarounds After Launch
- Procedure Review Calendars — Preventing Steps From Creeping Back

Day 10: Practising the Simplified Procedure Set

- Applying Waste and Approval Findings — Finalising Steps to Remove
- Applying Workflow Redesign — Presenting the Future-State Route
- Applying SOP Templates — Drafting Controlled Procedures for a Live Case
- Applying Control and Measurement Checks — Confirming Retained Safeguards
- Simplified Procedure Set — Combining Procedures, Controls and Rollout Plan

Applying Simplification of Work Processes and Procedures After the Course

- Lead a step-counting and approval-layer review of one high-volume administrative route, and propose a delegation of authority change to its sponsor.
- Rewrite one existing procedure using the SOP template and plain-language principles, then trial it with front-line staff and measure the change in cycle time.

Simplification of Work Processes and Procedures Questions FAQ

What is simplification of work processes and procedures and why does it matter now?

Simplification of work processes and procedures is the disciplined removal of unnecessary steps, approvals and forms while keeping the controls that matter. It matters now because service users expect fast decisions and digital workflows expose every redundant signature.

Which roles gain most from simplification of work processes and procedures?

Process owners, administrative managers and procedure writers gain most from simplification of work processes and procedures. Internal control coordinators and digital transformation specialists also benefit when they must keep routes both fast and auditable.

How does simplification of work processes and procedures differ from a business process modelling course?

Simplification of work processes and procedures focuses on administrative routes, approval layers, forms and written procedures. A modelling course concentrates on notation and simulation, whereas here you redesign sign-off authority, rewrite SOPs and retain control points.

What do you bring back from simplification of work processes and procedures training?

You bring back a Simplified Procedure Set for one real route, with plain-language SOPs, retained control points, revised approval limits and a rollout plan. It is ready for sponsor sign-off and a trial run.

Simplification of Work Processes and Procedures: The Way Forward

The Simplified Procedure Set first informs a sponsor's decision on which approval layers and forms to retire. Process owners, administrative managers and internal control staff use it to launch the new route and train staff. After its first months in use, revisit the retained control points and staff workarounds, because these reveal whether further simplification is safe in ministries, banks and hospitals alike.