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COURSE BROCHURE

SOP and User Guide Technical Writing Training Course

8 – 12 August 2027
Kuala Lumpur

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SOP and User Guide Technical Writing Training Course

Ref: 1331_49867 **Date:** 8 – 12 August 2027 **Location:** Kuala Lumpur **Fees:** 4600 GBP

SOP and User Guide Technical Writing is a 1-week training course for specialists in quality, operations, IT, HR and administration who write procedures, how-to guides and specifications for non-specialist readers, and it ends with a reusable SOP and user guide style sheet. Organisations now depend on written instructions to onboard staff quickly, pass audits and keep services consistent across sites and shifts. Jupiter Prime Training builds this course around the documents professionals publish every week.

Why SOP and User Guide Technical Writing Matters Now

Three pressures shape workplace documentation today. Process owners need standard operating procedures SOPs that new starters can follow without supervision. Auditors and quality teams ask for controlled documents with clear versions, owners and approval trails. When instructions are clear, errors fall, support calls shrink and knowledge survives staff turnover; when they are vague, people improvise and risk grows. The course rests on plain-language principles, task-based topic writing and document control practice used by quality and service teams worldwide.

Who Gains Most from SOP and User Guide Technical Writing

- Quality and process specialists who draft and maintain controlled procedures
- Operations coordinators who turn site routines into step-by-step instructions
- IT and systems analysts who produce user guides, release notes and help pages
- HR and administration officers who document policies, forms and service steps
- Product and service specialists who write specifications for suppliers and users

A department rebuilding its procedure library gains most when its authors and document controller attend together.

SOP and User Guide Technical Writing Capabilities

Participants practise turning tacit know-how into instructions a first-time reader can carry out correctly.

- Analyse reader tasks and context before drafting — the scope decision for each document
- Design SOP layouts with purpose, scope, roles, steps and records — process owners and auditors
- Write numbered steps in plain, active, imperative sentences — first-time users on the job
- Specify screenshots, flowcharts and tables that replace long text — readers scanning under time pressure
- Apply a usability test and peer edit to a draft — the approval decision of the document owner

- Build a style sheet and template set for future documents — the documentation lead and controller

Key SOP and User Guide Technical Writing Terms

- Standard Operating Procedure SOP — a controlled document that sets out the agreed steps, roles and records for a repeated task.
- User Guide — a task-based document that helps a reader operate a system, product or service without outside help.
- Plain Language — writing the intended reader can find, understand and use the first time they read it.
- Task Analysis — breaking a job into goals, steps, decisions and conditions before any instruction is written.
- Document Control — the practice of versioning, approving, distributing and withdrawing documents so only current copies are used.
- Style Sheet — a short reference listing the terms, formats, voice and layout rules every author on a team follows.

SOP and User Guide Technical Writing Day by Day

Day 1: Readers, Tasks and Document Types

- Reader Profiles and Usage Context — Who Opens the Document and Why
- Task Analysis Interviews With Process Experts — Capturing Real Steps
- SOP, Work Instruction and User Guide Compared — Choosing the Right Format
- Document Scope Statements — Deciding What Stays Out
- Audit of an Existing Procedure Library — Spotting Gaps and Overlaps

Day 2: Structuring Procedures and Guides

- SOP Skeleton: Purpose, Scope, Roles, Steps, Records — Consistent Controlled Documents
- Topic-Based Writing for Guides — Reusing Content Across Products
- Headings and Navigation for Scanning Readers — Finding Answers Quickly
- Decision Tables and Conditional Steps — Handling Exceptions Clearly
- Warnings, Cautions and Notes Hierarchy — Signalling Risk at the Right Point

Day 3: Plain-Language Style

- Imperative Voice and One Action per Step — Reducing Operator Errors
- Sentence Length and Readability Checks — Matching Reader Literacy
- Controlled Vocabulary and Term Lists — Consistency Across Authors
- Numbers, Units and Abbreviations Conventions — Avoiding Misreadings
- Writing for Translation and Second-Language Readers — Wider Audience Reach

Day 4: Visuals, Specifications and Editing

- Annotated Screenshots and Photographs — Showing Rather Than Telling
- Swimlane Flowcharts for Cross-Role Procedures — Clarifying Handovers
- Specification Templates for Suppliers and Users — Fewer Disputed Requirements
- Structural, Line and Proof Editing Passes — Prioritising Revision Effort
- Usability Testing With a First-Time Reader — Approving a Draft

Day 5: Practising the SOP and User Guide Style Sheet

- Rewriting a Live Procedure From Task Analysis — Applying Day One Methods
- Converting Dense Text Into Steps and Tables — Applying Day Three Style
- Peer Review Against the Editing Checklist — Applying Day Four Passes
- Version, Owner and Review Cycle Fields — Setting Document Control
- Completing the SOP and User Guide Style Sheet — House Rules for Every Author

Applying SOP and User Guide Technical Writing After the Course

- Lead a task analysis session with one process owner and rewrite that procedure using the SOP skeleton.
- Run a first-time reader test on one user guide and publish the revised version with the team style sheet.

SOP and User Guide Technical Writing Questions FAQ

What is SOP and User Guide Technical Writing and why does it matter now?

It is the skill of writing procedures and guides that readers can follow correctly the first time. It matters now because onboarding, audits and self-service support all rely on clear written instructions.

Which roles gain most from SOP and User Guide Technical Writing?

Quality, operations, IT, HR and administration specialists gain most.

How does SOP and User Guide Technical Writing differ from engineering report writing?

It focuses on instructions people act on, not reports that present findings. You work on steps, layouts, visuals and document control rather than test results, analysis and recommendations.

What do you bring back from SOP and User Guide Technical Writing?

You bring back a style sheet and template set for your documents. You also return with one rewritten, reader-tested procedure.

SOP and User Guide Technical Writing: The Way Forward

The SOP and user guide style sheet gives every author on a team the same terms, layout and voice. Its first use is to decide which procedures in the library need rewriting first. Document controllers and process owners apply it when approving drafts. After the first revision cycle, revisit the term list and the visuals rules with feedback from real readers.