



London TDM

# Quality and Productivity Improvement Training Courses

**Course Venue:** Malaysia - Kuala Lumpur

**Course Date:** From 28 June 2026 To 02 July 2026

**Course Place:** Royale Chulan Hotel

**Course Fees:** 6,000 USD

## Introduction

The "Documentation and Standard Operating Procedures (SOPs)" course is designed to equip professionals with the skills needed to create, manage, and implement effective documentation practices and SOPs in their organizations. This course will enhance participants' abilities to streamline processes, ensure compliance, and improve organizational efficiency through best practices in documentation.

### Objectives

- Understand the importance and benefits of effective documentation and SOPs.
- Learn the process of creating clear and concise documentation and SOPs.
- Develop skills to implement SOPs in various organizational settings.
- Acquire techniques for maintaining and updating documentation and SOPs.
- Enhance the ability to train personnel in following SOPs.

## Course Outlines

### Day 1: Introduction to Documentation and SOPs

- Overview of documentation and SOPs
- Importance of documentation in organizations
- Components of effective SOPs
- Case studies: Success stories of SOP implementation
- Interactive session: Identifying existing gaps in documentation

### Day 2: Creating Effective Documentation

- Principles of clear writing and communication
- Structuring documents for clarity and impact
- Tools and software for document creation
- Practical exercise: Drafting a basic SOP
- Peer review session: Providing constructive feedback

### Day 3: Implementing and Managing SOPs

- Steps for successful SOP implementation
- Training employees to follow SOPs
- SOP compliance and monitoring techniques
- Workshop: Creating an implementation plan for an SOP
- Group discussion: Overcoming implementation challenges

### Day 4: Maintaining and Updating Documentation

- Importance of regularly updating documents
- Version control and management systems
- Strategies for continuous improvement in documentation
- Case study: Adjusting SOPs in dynamic environments
- Hands-on session: Revising and updating an existing SOP

## **Day 5: Advanced Topics and Best Practices**

- Integrating SOPs with digital systems and platforms
- Advanced documentation techniques for complex processes
- Global standards and certifications in documentation
- Round table: Sharing best practices and tips
- Final project presentations: Developing a comprehensive SOP