



IDENTIFYING CRITICAL PROCESSES



Course Information

Course Name	Identifying Critical Processes
Course Designer	World Wide Industrial and Systems Engineers
Course Category	Health and Safety Management
Course Duration	1 day
Cost of Course	R2 500,00 per delegate (excluding 15% VAT)

Course Overview

Delegates learn about identifying critical processes, which are important sets of procedures or patterns of tasks that determine success and which must occur on an ongoing basis to achieve customer satisfaction.

Identifying Critical Processes

Who should attend?	<ul style="list-style-type: none"> Anyone who is required to problem solve on the job or make important project, department or organisational decisions or recommendations.
Course Objectives	<ul style="list-style-type: none"> This one-day workshop will take delegates through the process of how to identify a critical process and what they are needed for.
Benefits	<ul style="list-style-type: none"> Those delegates attending this workshop will have the learned experience of completed all the necessary exercise documentation and verifying with the completed exercises. As knowledgeable assets to the company delegates will be able to assist management in identifying critical processes to improve customer satisfaction for the company, as a competitive advantage, and a mitigation of business risk.

Course Content

Course Modules	<p>This course contains the following three elements:</p> <p>Element One:</p> <ul style="list-style-type: none"> Identifying the attributes of critical processes and the benefits Examples of make or break processes Critical Managerial Process Identification The six steps in identifying critical processes The five steps of Critical Processes (use is made of the forms supplied in this workshop). <p>Element Two:</p> <ul style="list-style-type: none"> Critical Process Activity Introduction Critical Process Activity Critical Process Cascade Completed Critical Process Activity. <p>Element Three:</p> <ul style="list-style-type: none"> Critical Processes: Field Example Critical Processes Customer and Needs
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Certification	<ul style="list-style-type: none"> • All delegates who successfully pass the assessment over 60% will be issued with a certificate of competence. • If you receive lower than 60% a certificate of attendance will be issued.
Assessments	<ul style="list-style-type: none"> • An Assessment at the end of the course will be required. • A minimum of 60% is to be achieved to attain a Competence Certificate. • If you achieve lower than 60% but get between 40 – 59% a second attempt will become available. • If you get lower than 40% and fail the second attempt, you will need to re-purchase the course. • An attendance certificate is awarded to you regardless of a pass or fail.

About WWiSE

Who are we?	<p>World Wide Industrial & Systems Engineers (WWiSE) is an ISO/OHSAS consultancy, training, business solutions and systems implementation firm based in Southern Africa that provides clients with effective business processes and Safety, Health, Environmental and Quality (SHEQ) management solutions in preparation for ISO and OHSAS compliance. The solutions we provide and implement allow our clients to compete favourably in modern competitive business environments, locally and internationally. We also strive to be the leading training providers in SHEQ, ISO, Engineering, Finance, Business and Project Management.</p>
What do we do?	<p>Our services are aimed at the improvement of quality, efficiency, knowledge and competitiveness of client companies. The service range includes:</p> <ul style="list-style-type: none"> • ISO and SHEQ Systems implementation services whereby we assist client companies in meeting the requirements of ISO 9001, 14001, 22000, 31000, 27001, 20000-1, 50001 and ISO 45001 standards.

- Integrated Management Systems development whereby we integrate several business systems and quality management solutions into a single management system to comply with various quality and safety standards.
- Training of all employees (Shop Floor to Executive Management) in the fields of SHEQ, Engineering, Finance, Business and Project Management to meet the job responsibilities and expertise requirements of International Standards.
- ISO, OHSAS Legal auditing which includes gap analysis audits, product, process, procedural, and systems auditing by our registered SAATCA auditors.
- Customised web-based solutions integrating current systems to be in line with ISO and OHSAS requirements

We are a Level 1 BBBEE Contributor that specialises in systems development, consultancy, training and auditing.