



Crystal Lean Solutions

Training
Academy

Design of SMART Procedures



Design of SMART Procedures

DURATION:	1 Day
ACCREDITATION:	Crystal Lean Solutions
COURSE CODE:	1034

AIM:

The aim of the Design of SMART Procedures programme is to equip participants with the skills to develop clear, efficient, and effective Standard Operating Procedures (SOPs) that enhance consistency, compliance, and performance.

OBJECTIVES:

At the end of the course, learners will be able to:

- ✿ Understand the importance of well-designed procedures.
- ✿ Apply the SMART criteria (Specific, Measurable, Achievable, Relevant, Time-bound) to procedure development.
- ✿ Structure procedures for clarity and ease of use.
- ✿ Incorporate compliance and best practice standards.
- ✿ Review, test, and continuously improve procedures.]

THIS PROGRAMME IS FOR:

The Design of SMART Procedures programme is suitable for individuals responsible for creating, managing, or improving operational procedures, including but not limited to:

- ✿ Quality and Compliance Professionals
- ✿ Process Owners and Managers
- ✿ Operations and Production Staff
- ✿ Document Control and Training Teams
- ✿ Continuous Improvement Specialists

PROGRAMME CONTENT:

- ✿ Introduction to SOP design
- ✿ Key elements of SOP design
- ✿ Process to design form from a human error preventative-based approach
- ✿ Workshop: Complete redesign of SOP
- ✿ Feedback on SOP with the team

ASSESSMENT:	Not Applicable
GRADING:	Not Applicable
PROGRAMME DELIVERY:	1 day classroom-based
TOTAL DURATION OF THE PROGRAMME INCLUDES:	1 day
CERTIFICATION CRITERIA:	For certification, each learner is required to attend the training session
CERTIFICATION BODY:	Crystal Lean Solutions
RECOGNITION OF PRIOR LEARNING (RPL):	Not Applicable
PRE-REQUISITE:	<ul style="list-style-type: none"> ✿ Selection of an SOP(s) for the team to update during training ✿ Selection of Form(s) for the team to update during training

OTHER COURSES OF INTEREST FROM THE CLS TRAINING ACADEMY:



- ✿ Professional Diploma in Leadership
- ✿ Lean Six Sigma Yellow Belt
- ✿ Lean Six Sigma Green Belt
- ✿ Influencing & Leadership Coaching Skills
- ✿ Team Dynamics
- ✿ Effective Presentation Skills
- ✿ Leading with Emotional Intelligence