Process Flowchart Documentation

Complex business processes are challenging to present in a clear and logical format within technical communications. Learn how to apply the basic principles of Integrated Flowchart Documentation (IFD) - a systematic method for describing complex business processes in a modularized, graphic document format. Students gain experience and performance feedback while working to individually document a business procedure using narrative, flowcharts, tables, checklists, and logs.

Who should take this course?

This course is intended for those interested in a highly effective way to document processes used to carry out business or organizational activities. Those who are interested in learning how to understand the interaction of various business and organization processes will find this course to be very helpful.

Course Objectives

- Create effective, user friendly process documentation.
- Develop a structured, modularized documentation system focused on business functions.
- Maximize the effectiveness of process documentation through the use of Integrated Flowchart Documentation techniques.
- Identify the processes needed to describe all business and/or organizational activities.

Course Details

- Length: 7.5 hours
- Classroom Type: Computer
- Prerequisites: None

The above prerequisites are considered to be the basic skills and knowledge needed prior to taking this class. Instructors will assume your readiness for the class materials and will NOT use class time to discuss prerequisite materials.
Course Contents

Integrated Flowchart Documentation.
• What is it and how it works.

System Documentation Planning.
• Identifying and organizing business and/or organizational processes around functional areas.

Documentation Types.
• Understanding how manuals, procedures, work instructions and forms can be used to effectively describe policies and processes within an organization.

Documentation Techniques & Selection.
• Using the right tool for accomplishing the best result.

Creating Procedures & Work Instructions Topic.
• Effective flowchart development to enable ease of understanding and development of required detail.

Table Forms and Checklists.
• Selecting complimentary tools to enhance process documentation.