

COURSE TRAINER

Ms Sharon Tay is currently the Manager of Quality Governance, Sengkang Health. She has been actively involved in various quality functions in both the manufacturing and healthcare industries for more than 20 years, focusing on implementing and maintaining quality standard systems since 1993. She has pioneered and implemented the integrated management system in the largest tertiary hospital in Singapore.



For any enquiries, please contact:

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Enquiries



Writing Standards

Operating Procedures

(SOPs)

LEARNING OBJECTIVE



The objectives of the workshop will focus the understanding of input and output in each step of the process approach in documentation. It also focuses on review and audit.

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

- Use template designed for process approach in documentation to document their department processes.
- Incorporate key points in documentation to facilitate understanding of the processes, and facilitate future review and revision.
- Incorporate key points in documentation to meet requirements of Quality Standards and organization's policies.



COURSE OUTLINE



The outline of the course is as follows:

- Develop effective documentation using process approach
- Document structure and control
- How to develop a policy and procedure and work instructions using process template
- How to design forms that is per the requirements of the SOPs.

TARGET AUDIENCE



Anyone (Executive level and above) who are involved in writing standards operating procedures for their department. This includes staff from nursing, therapy, administrative etc.

TEACHING METHODOLOGY



Lectures, Role plays and Discussions

COURSE FEES



For Healthcare VWOs and Nursing Homes with Portable Subsidies:

Fees for Singaporeans & PRs = \$45.30 per pax

Fees for Foreigners = \$215.43 per pax

Fees for Singaporeans & PRs and any other organisations = \$385.56 per pax

VENUE, DATE & TIME



Venue: AIC Learning Institute @ City Square Mall

Address: City Square Mall, 180 Kitchener Road, #06-05/06, Singapore 208539

Date: Refer to AIC Learning Institute Training Calendar

Duration: 2 days