

QUALITY & OPERATIONAL EXCELLENCE | COURSE BROCHURE

Work Instructions and Visual Job Aids

5 days | Classroom training | English

SMART HORIZON

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Course content

Why attend

Clear work instructions reduce errors, speed up training and make performance consistent. This course teaches how to write and design work instructions and visual job aids: task analysis, step structure, key points and reasons, photos and diagrams, formats for different settings, testing with users and document control.

Text-heavy procedures are rarely read on the job. You will learn to create instructions people actually use.

Professional Problems This Course Is Designed to Solve

• Difficulty translating subject knowledge into practical workplace decisions.
• Inconsistent approaches to the activities covered in the course outline.
• Lack of a structured plan for applying and reviewing new skills.

Course methodology

Task analysis practice, instruction writing and redesign exercises, photo-based job aid creation and user testing.

Course objectives

By the end of this course, participants will be able to:
• Analyse tasks into steps and key points
• Write clear, concise work instructions
• Design visual job aids with photos and diagrams
• Choose formats for different work settings
• Test instructions with users
• Control and update instructions

Target audience

This course is suitable for:
• Quality and process staff
• Trainers
• Supervisors and team leaders
• Engineers
• Document controllers



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Target competencies

Participants will develop competencies in:

- Task analysis
- Instruction writing
- Visual design
- User testing
- Document control

Course outline

Day 1: Why Instructions Fail

09:00–10:08	Common problems
10:08–11:00	Purpose of instructions
11:00–11:30	**Coffee break**
11:30–11:45	Purpose of instructions (continued)
11:45–12:53	Examples
12:53–14:00	Exercise

Day 2: Task Analysis

09:00–10:08	Breaking down tasks
10:08–11:00	Key points and reasons
11:00–11:30	**Coffee break**
11:30–11:45	Key points and reasons (continued)
11:45–12:53	Safety and quality points
12:53–14:00	Workshop

Day 3: Writing

09:00–10:08	Clear steps
10:08–11:00	Plain language
11:00–11:30	**Coffee break**



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11:30–11:45	Plain language (continued)
11:45–12:53	Formatting
12:53–14:00	Exercise

Day 4: Visual Job Aids

09:00–10:08	Photos and diagrams
10:08–11:00	One-point lessons
11:00–11:30	**Coffee break**
11:30–11:45	One-point lessons (continued)
11:45–12:53	Checklists
12:53–14:00	Creation exercise

Day 5: Testing and Control

09:00–10:08	User testing
10:08–11:00	Document control
11:00–11:30	**Coffee break**
11:30–11:45	Document control (continued)
11:45–12:53	Updating
12:53–14:00	Action plan

The timings provided are estimates and may vary depending on the number of participants and the discussions taking place during the sessions. They are indicative only and do not constitute a binding commitment.



Course content

Dates, venues and fees

Current published course plans. Fees are per participant in EUR, excluding unconfirmed taxes.

Venue	Start date	End date	Fee (EUR)
Vienna Confirmed dates	16 Nov 2026	20 Nov 2026	**€2,940.–**
Online Confirmed dates	16 Nov 2026	20 Nov 2026	**€1,250.–**
Cape Town Confirmed dates	7 Dec 2026	11 Dec 2026	**€1,890.–**
Online Confirmed dates	7 Dec 2026	11 Dec 2026	**€1,250.–**
Rome Confirmed dates	11 Jan 2027	15 Jan 2027	**€2,450.–**
Online Confirmed dates	11 Jan 2027	15 Jan 2027	**€1,250.–**
London Confirmed dates	1 Feb 2027	5 Feb 2027	**€2,450.–**
Online Confirmed dates	1 Feb 2027	5 Feb 2027	**€1,250.–**
Barcelona Confirmed dates	15 Feb 2027	19 Feb 2027	**€2,840.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	15 Feb 2027	19 Feb 2027	**€1,250.–**
Vienna Confirmed dates	8 Mar 2027	12 Mar 2027	**€2,940.–**
Online Confirmed dates	8 Mar 2027	12 Mar 2027	**€1,250.–**
Cape Town Confirmed dates	29 Mar 2027	2 Apr 2027	**€1,890.–**
Online Confirmed dates	29 Mar 2027	2 Apr 2027	**€1,250.–**
Frankfurt Confirmed dates	19 Apr 2027	23 Apr 2027	**€2,650.–**
Online Confirmed dates	19 Apr 2027	23 Apr 2027	**€1,250.–**
Barcelona Confirmed dates	10 May 2027	14 May 2027	**€2,840.–**
Online Confirmed dates	10 May 2027	14 May 2027	**€1,250.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Dubai Confirmed dates	24 May 2027	28 May 2027	**€3,150.-**
Online Confirmed dates	24 May 2027	28 May 2027	**€1,250.-**
Rome Confirmed dates	14 Jun 2027	18 Jun 2027	**€2,450.-**
Online Confirmed dates	14 Jun 2027	18 Jun 2027	**€1,250.-**
Dubai Confirmed dates	5 Jul 2027	9 Jul 2027	**€3,150.-**
Online Confirmed dates	5 Jul 2027	9 Jul 2027	**€1,250.-**
Istanbul Confirmed dates	26 Jul 2027	30 Jul 2027	**€2,650.-**
Online Confirmed dates	26 Jul 2027	30 Jul 2027	**€1,250.-**
Paris Confirmed dates	16 Aug 2027	20 Aug 2027	**€2,860.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	16 Aug 2027	20 Aug 2027	**€1,250.-**
Kuala Lumpur Confirmed dates	30 Aug 2027	3 Sept 2027	**€1,450.-**
Online Confirmed dates	30 Aug 2027	3 Sept 2027	**€1,250.-**
Rome Confirmed dates	20 Sept 2027	24 Sept 2027	**€2,450.-**
Online Confirmed dates	20 Sept 2027	24 Sept 2027	**€1,250.-**
Dubai Confirmed dates	11 Oct 2027	15 Oct 2027	**€3,150.-**
Online Confirmed dates	11 Oct 2027	15 Oct 2027	**€1,250.-**
London Confirmed dates	1 Nov 2027	5 Nov 2027	**€2,450.-**
Online Confirmed dates	1 Nov 2027	5 Nov 2027	**€1,250.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Cape Town Confirmed dates	22 Nov 2027	26 Nov 2027	**€1,890.-**
Online Confirmed dates	22 Nov 2027	26 Nov 2027	**€1,250.-**
Amsterdam Confirmed dates	6 Dec 2027	10 Dec 2027	**€2,540.-**
Online Confirmed dates	6 Dec 2027	10 Dec 2027	**€1,250.-**

Plan your next step

Dates, availability, exact venue, taxes, inclusions and payment terms require written confirmation. This brochure is not a quotation, registration, booking confirmation or visa invitation. Participants receive a Smart Horizon certificate of attendance; programmes are not externally accredited and do not award a professional qualification or designation. Confirm arrangements before booking travel.

For group or in-house training, contact our learning team to discuss your objectives and delivery arrangements.

Contact Smart Horizon

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