Garnet
Garnet Global Training Center

GGT-QE-103

Quality, Excellence & Customer Service

Business Excellence (EFQM)

التميز المؤسسي (EFQM)

Duration	Language	Formats	Hours	Level
5 or 10 days	**English or Arabic**	**Classroom, online, in-house**	**35 / 70**	**Intermediate (practitioner)**

Overview

Business Excellence (EFQM) focuses on how the work is actually done: the methods, checks and decisions practitioners use every day, illustrated with real cases from the region. Systems and methods that make performance consistent, measurable and better every year. It runs as a 5-day or 10-day program in English or Arabic, in classrooms in Dubai, Riyadh, Cairo, London, Istanbul and other cities, or live online, and can be delivered in-house.

What you will be able to do

- Apply the methods and standards of Business Excellence (EFQM) to real tasks.
- Share good practice with your team.
- Use the right tools, checks and calculations step by step.
- Diagnose common problems and identify root causes.
- Interpret data and results correctly and act on them.

Who should attend

Quality and excellence teams, process owners, auditors and customer service leaders. Practitioners with one to five years of experience benefit most.

Key topics

- Process mapping and standard work
- Measurement and statistical tools
- Audit planning and reporting
- Customer journey and feedback
- Excellence models and self-assessment
- Sustaining improvement

Formats and fees

5-day classroom	**USD 4,750**
5-day online	**USD 2,950**
10-day classroom	**USD 8,950**
10-day online	**USD 5,450**
In-house	**Quotation per group**

Fees per participant, excluding VAT.

Register or ask

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Email: info@garnettrainings.com

Training: training@garnettrainings.com

Web: garnettrainings.com

Sharjah Publishing City Free Zone, Sharjah, UAE

Certificate

Participants who attend at least 90% of sessions and complete the final assessment receive a certificate of completion stating 35 contact hours (5-day) or 70 contact hours (10-day).

5-day outline

Day 1 Business Excellence (EFQM): principles and standards
- Sustaining improvement
- Hands-on workshop on a workplace challenge

Day 2 Methods and tools in practice
- Process mapping and standard work
- Measurement and statistical tools

Day 3 Diagnosis and problem solving
- Audit planning and reporting
- Common mistakes and how to avoid them

Day 4 Quality, safety and documentation
- Customer journey and feedback
- Regional and international case studies

Day 5 Workshop, assessment and action plan
- Excellence models and self-assessment
- Checklists and templates to take away

10-day outline

Day 1 Business Excellence (EFQM): principles and standards
- Sustaining improvement
- Hands-on workshop on a workplace challenge

Day 2 Methods and tools in practice
- Process mapping and standard work
- Measurement and statistical tools

Day 3 Diagnosis and problem solving
- Audit planning and reporting
- Common mistakes and how to avoid them

Day 4 Quality, safety and documentation
- Customer journey and feedback
- Regional and international case studies

Day 5 Workshop, assessment and action plan
- Excellence models and self-assessment
- Checklists and templates to take away

Day 6 Advanced techniques and specialist practice
- Complex cases in depth
- Group discussion and peer review

Day 7 Digital tools, data and automation
- Analysis tools and software
- Using AI in this field

Day 8 Benchmarking against international practice
- Global performance benchmarks
- Measurement and reporting

Day 9 Capstone project
- Analyse a real challenge from your organisation
- Build the solution and implementation plan

Day 10 Presentations, final assessment and certificates
- Project presentations and review
- Final exam and certificate award

Schedule 2027–2030

Dates	Format	City	Language	Fee (USD)
19–23 Apr 2027	5-day classroom	Kuala Lumpur	English	4,750
10–14 May 2027	5-day classroom	Singapore	English	4,750
14–18 Jun 2027	5-day online	Live online	Arabic	2,950
11–22 Jul 2027	10-day classroom	Riyadh	English	8,950
10–21 Apr 2028	10-day online	Live online	English	5,450
11–15 Jun 2028	5-day classroom	Riyadh	Arabic	4,750
11–15 Sep 2028	5-day classroom	Abu Dhabi	English	4,750
11–22 Dec 2028	10-day classroom	Amsterdam	English	8,950
21–25 May 2029	5-day online	Live online	English	2,950

Dates	Format	City	Language	Fee (USD)
13–24 Aug 2029	10-day classroom	London	English	8,950
1–5 Oct 2029	5-day classroom	Vienna	English	4,750
5–9 Nov 2029	5-day classroom	Paris	English	4,750
7–18 Jan 2030	10-day classroom	Paris	English	8,950
17–21 Feb 2030	5-day classroom	Cairo	Arabic	4,750
8–12 Jul 2030	5-day classroom	Casablanca	Arabic	4,750
14–25 Oct 2030	10-day online	Live online	Arabic	5,450

Customised and in-house versions of this course are available on request. garnettrainings.com/en/customise/