Garnet
Garnet Global Training Center

GGT-QE-105

Quality, Excellence & Customer Service

Business Process Improvement

تحسين العمليات الإدارية

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

Overview

Participants in Business Process Improvement practise the methods, tools and standards they need to perform reliably and solve problems on the job. Systems and methods that make performance consistent, measurable and better every year. Choose 5 or 10 days, classroom or live online, English or Arabic; organisations can also run it in-house and adapt the examples to their own work.

What you will be able to do

- Apply the methods and standards of Business Process Improvement to real tasks.
- Interpret data and results correctly and act on them.
- Follow safe, compliant and documented work practices.
- Avoid the mistakes that most often cause rework or failure.
- Share good practice with your team.

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

WhatsApp: +971 56 674 7382

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 Process Improvement: principles and standards

- Audit planning and reporting
- Measurement and reporting

Day 2 Methods and tools in practice

- Customer journey and feedback
- Excellence models and self-assessment

Day 3 Diagnosis and problem solving

- Sustaining improvement
- Hands-on workshop on a workplace challenge

Day 4 Quality, safety and documentation

- Process mapping and standard work
- Common mistakes and how to avoid them

Day 5 Workshop, assessment and action plan

- Measurement and statistical tools
- Regional and international case studies

10-day outline

Day 1 Business Process Improvement: principles and standards

- Audit planning and reporting
- Measurement and reporting

Day 2 Methods and tools in practice

- Customer journey and feedback
- Excellence models and self-assessment

Day 3 Diagnosis and problem solving

- Sustaining improvement
- Hands-on workshop on a workplace challenge

Day 4 Quality, safety and documentation

- Process mapping and standard work
- Common mistakes and how to avoid them

Day 5 Workshop, assessment and action plan

- Measurement and statistical tools
- Regional and international case studies

Day 6 Advanced techniques and specialist practice

- Complex cases in depth
- Checklists and templates to take away

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
- Group discussion and peer review

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)
8–19 Mar 2027	10-day classroom	Amsterdam	English	8,950
10–14 May 2027	5-day classroom	Vienna	English	4,750
15–19 Nov 2027	5-day classroom	Istanbul	English	4,750
20–24 Dec 2027	5-day online	Live online	English	2,950
10–14 Jan 2028	5-day classroom	Dubai	Arabic	4,750
12–23 Mar 2028	10-day classroom	Manama	Arabic	8,950
18–22 Sep 2028	5-day classroom	Abu Dhabi	English	4,750
11–22 Dec 2028	10-day online	Live online	English	5,450
18–22 Feb 2029	5-day classroom	Muscat	Arabic	4,750

Dates	Format	City	Language	Fee (USD)
5–9 Mar 2029	5-day classroom	Dubai	English	4,750
15–19 Oct 2029	5-day online	Live online	Arabic	2,950
5–16 Nov 2029	10-day classroom	Istanbul	English	8,950
14–25 Jan 2030	10-day classroom	Abu Dhabi	English	8,950
1–5 Jul 2030	5-day classroom	Dubai	Arabic	4,750
19–30 Aug 2030	10-day online	Live online	English	5,450
1–5 Dec 2030	5-day classroom	Muscat	Arabic	4,750

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