Garnet
Garnet Global Training Center

GGT-QE-116

Quality, Excellence & Customer Service

Cost of Quality

تكاليف الجودة

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

Overview

Cost of Quality 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 Cost of Quality 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

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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 Cost of Quality: principles and standards
- Excellence models and self-assessment
- Hands-on workshop on a workplace challenge

Day 2 Methods and tools in practice
- Sustaining improvement
- Process mapping and standard work

Day 3 Diagnosis and problem solving
- Measurement and statistical tools
- Common mistakes and how to avoid them

Day 4 Quality, safety and documentation
- Audit planning and reporting
- Regional and international case studies

Day 5 Workshop, assessment and action plan
- Customer journey and feedback
- Checklists and templates to take away

10-day outline

Day 1 Cost of Quality: principles and standards
- Excellence models and self-assessment
- Hands-on workshop on a workplace challenge

Day 2 Methods and tools in practice
- Sustaining improvement
- Process mapping and standard work

Day 3 Diagnosis and problem solving
- Measurement and statistical tools
- Common mistakes and how to avoid them

Day 4 Quality, safety and documentation
- Audit planning and reporting
- Regional and international case studies

Day 5 Workshop, assessment and action plan
- Customer journey and feedback
- 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)
14–18 Feb 2027	5-day classroom	Doha	English	4,750
1–5 Mar 2027	5-day online	Live online	English	2,950
5–9 Jul 2027	5-day classroom	Casablanca	English	4,750
13–24 Dec 2027	10-day classroom	Barcelona	English	8,950
6–17 Mar 2028	10-day classroom	Vienna	English	8,950
17–21 Apr 2028	5-day classroom	Abu Dhabi	English	4,750
14–18 May 2028	5-day classroom	Muscat	English	4,750
17–28 Jul 2028	10-day online	Live online	English	5,450
8–12 Jan 2029	5-day classroom	Kuala Lumpur	English	4,750
9–13 Jul 2029	5-day online	Live online	Arabic	2,950

Dates	Format	City	Language	Fee (USD)
13–17 Aug 2029	5-day classroom	Barcelona	English	4,750
16–27 Sep 2029	10-day classroom	Cairo	English	8,950
10–14 Mar 2030	5-day classroom	Doha	Arabic	4,750
15–26 Apr 2030	10-day online	Live online	English	5,450
15–19 Jul 2030	5-day classroom	Dubai	English	4,750
15–26 Sep 2030	10-day classroom	Kuwait City	Arabic	8,950

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