Garnet
Garnet Global Training Center

GGT-QE-125

Quality, Excellence & Customer Service **Rare specialisation**

Design of Experiments

تصميم التجارب

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

Overview

Design of Experiments turns established good practice into step-by-step methods that participants rehearse in exercises and then apply at work. 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 Design of Experiments 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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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 Design of Experiments: principles and standards
- Measurement and statistical tools
- Hands-on workshop on a workplace challenge

Day 2 Methods and tools in practice
- Audit planning and reporting
- Customer journey and feedback

Day 3 Diagnosis and problem solving
- Excellence models and self-assessment
- Common mistakes and how to avoid them

Day 4 Quality, safety and documentation
- Sustaining improvement
- Regional and international case studies

Day 5 Workshop, assessment and action plan
- Process mapping and standard work
- Checklists and templates to take away

10-day outline

Day 1 Design of Experiments: principles and standards
- Measurement and statistical tools
- Hands-on workshop on a workplace challenge

Day 2 Methods and tools in practice
- Audit planning and reporting
- Customer journey and feedback

Day 3 Diagnosis and problem solving
- Excellence models and self-assessment
- Common mistakes and how to avoid them

Day 4 Quality, safety and documentation
- Sustaining improvement
- Regional and international case studies

Day 5 Workshop, assessment and action plan
- Process mapping and standard work
- 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)
21–25 Feb 2027	5-day classroom	Doha	English	4,750
16–20 May 2027	5-day classroom	Jeddah	Arabic	4,750
7–18 Jun 2027	10-day classroom	Dubai	Arabic	8,950
6–10 Dec 2027	5-day online	Live online	English	2,950
15–26 May 2028	10-day online	Live online	English	5,450
7–18 Aug 2028	10-day classroom	Amsterdam	English	8,950
3–7 Sep 2028	5-day classroom	Cairo	Arabic	4,750
9–13 Oct 2028	5-day classroom	Istanbul	English	4,750
19 Feb – 2 Mar 2029	10-day classroom	Abu Dhabi	English	8,950
12–16 Mar 2029	5-day classroom	London	English	4,750

Dates	Format	City	Language	Fee (USD)
8–12 Apr 2029	5-day classroom	Riyadh	Arabic	4,750
10–14 Dec 2029	5-day online	Live online	English	2,950
21 Jan – 1 Feb 2030	10-day online	Live online	Arabic	5,450
20–31 May 2030	10-day classroom	Casablanca	English	8,950
9–13 Sep 2030	5-day classroom	Dubai	English	4,750
8–12 Dec 2030	5-day classroom	Riyadh	English	4,750

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