Garnet
Garnet Global Training Center

GGT-QE-121

Quality, Excellence & Customer Service

Document Control & Records Management

ضبط الوثائق وإدارة السجلات

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

Overview

This program treats Document Control & Records Management as a managed system: policies, roles, resources, performance indicators and continual improvement. 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

- Set up and run Document Control & Records Management as a managed process with clear roles.
- Define KPIs and build simple dashboards for management.
- Control risk, quality and compliance in this area.
- Lead improvement projects and measure their benefit.
- Report clearly to senior management and stakeholders.

Who should attend

Quality and excellence teams, process owners, auditors and customer service leaders. It suits supervisors, section heads and specialists who manage, or are about to manage, this area.

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 Document Control & Records Management: the management framework

- Excellence models and self-assessment
- Common mistakes and how to avoid them

Day 2 Planning, resources and budgets

- Sustaining improvement
- Process mapping and standard work

Day 3 Performance measurement and control

- Measurement and statistical tools
- Regional and international case studies

Day 4 Risk, compliance and improvement

- Audit planning and reporting
- Checklists and templates to take away

Day 5 Management case study and action plan

- Customer journey and feedback
- Group discussion and peer review

10-day outline

Day 1 Document Control & Records Management: the management framework

- Excellence models and self-assessment
- Common mistakes and how to avoid them

Day 2 Planning, resources and budgets

- Sustaining improvement
- Process mapping and standard work

Day 3 Performance measurement and control

- Measurement and statistical tools
- Regional and international case studies

Day 4 Risk, compliance and improvement

- Audit planning and reporting
- Checklists and templates to take away

Day 5 Management case study and action plan

- Customer journey and feedback
- Group discussion and peer review

Day 6 Advanced techniques and specialist practice

- Complex cases in depth
- Measurement and reporting

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
- Hands-on workshop on a workplace challenge

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)
1–5 Feb 2027	5-day online	Live online	English	2,950
15–19 Mar 2027	5-day classroom	Dubai	English	4,750
19–30 Apr 2027	10-day classroom	Istanbul	English	8,950
12–16 Jul 2027	5-day classroom	Vienna	English	4,750
17–21 Jan 2028	5-day classroom	Abu Dhabi	Arabic	4,750
16–27 Jul 2028	10-day classroom	Kuwait City	English	8,950
7–18 Aug 2028	10-day online	Live online	Arabic	5,450
4–8 Dec 2028	5-day classroom	Casablanca	Arabic	4,750
8–12 Jan 2029	5-day classroom	Paris	English	4,750

Dates	Format	City	Language	Fee (USD)
16–27 Apr 2029	10-day classroom	Istanbul	English	8,950
8–12 Oct 2029	5-day online	Live online	Arabic	2,950
4–8 Nov 2029	5-day classroom	Doha	English	4,750
21–25 Jan 2030	5-day classroom	Geneva	English	4,750
16–27 Jun 2030	10-day classroom	Kuwait City	Arabic	8,950
15–26 Jul 2030	10-day online	Live online	Arabic	5,450
15–19 Dec 2030	5-day classroom	Cairo	Arabic	4,750

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