Garnet
Garnet Global Training Center

GGT-QE-131

Quality, Excellence & Customer Service

Excellence Award Assessor Skills

مهارات مقيّمي جوائز التميز

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

Overview

Excellence Award Assessor Skills 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. You can join a public session in one of 20 cities or live online, in English or Arabic, or bring the course in-house with examples from your own operations.

What you will be able to do

- Apply the methods and standards of Excellence Award Assessor Skills to real tasks.
- Avoid the mistakes that most often cause rework or failure.
- Share good practice with your team.
- Use the right tools, checks and calculations step by step.
- Diagnose common problems and identify root causes.

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 Excellence Award Assessor Skills: principles and standards

- Excellence models and self-assessment
- Group discussion and peer review

Day 2 Methods and tools in practice

- Sustaining improvement
- Process mapping and standard work

Day 3 Diagnosis and problem solving

- Measurement and statistical tools
- Measurement and reporting

Day 4 Quality, safety and documentation

- Audit planning and reporting
- Hands-on workshop on a workplace challenge

Day 5 Workshop, assessment and action plan

- Customer journey and feedback
- Common mistakes and how to avoid them

10-day outline

Day 1 Excellence Award Assessor Skills: principles and standards

- Excellence models and self-assessment
- Group discussion and peer review

Day 2 Methods and tools in practice

- Sustaining improvement
- Process mapping and standard work

Day 3 Diagnosis and problem solving

- Measurement and statistical tools
- Measurement and reporting

Day 4 Quality, safety and documentation

- Audit planning and reporting
- Hands-on workshop on a workplace challenge

Day 5 Workshop, assessment and action plan

- Customer journey and feedback
- Common mistakes and how to avoid them

Day 6 Advanced techniques and specialist practice

- Complex cases in depth
- Regional and international case studies

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
- Checklists and templates to take away

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)
4–8 Jan 2027	5-day classroom	Istanbul	English	4,750
3–14 Oct 2027	10-day classroom	Riyadh	Arabic	8,950
1–5 Nov 2027	5-day classroom	Vienna	English	4,750
6–10 Dec 2027	5-day online	Live online	English	2,950
13–17 Feb 2028	5-day classroom	Amman	Arabic	4,750
13–24 Aug 2028	10-day classroom	Jeddah	Arabic	8,950
13–17 Nov 2028	5-day classroom	Paris	English	4,750
4–15 Dec 2028	10-day online	Live online	Arabic	5,450
12–23 Feb 2029	10-day classroom	Dubai	Arabic	8,950

Dates	Format	City	Language	Fee (USD)
9–13 Apr 2029	5-day classroom	Casablanca	English	4,750
1–5 Oct 2029	5-day online	Live online	English	2,950
10–14 Dec 2029	5-day classroom	Vienna	English	4,750
14–18 Jan 2030	5-day classroom	Casablanca	English	4,750
13–17 May 2030	5-day classroom	Vienna	English	4,750
18–29 Nov 2030	10-day classroom	Amsterdam	English	8,950
16–27 Dec 2030	10-day online	Live online	English	5,450

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