Garnet
Garnet Global Training Center

GGT-QE-108

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

Innovation Management ISO 56002

إدارة الابتكار ISO 56002

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

Overview

This program treats Innovation Management ISO 56002 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 Innovation Management ISO 56002 as a managed process with clear roles.
- Lead improvement projects and measure their benefit.
- Report clearly to senior management and stakeholders.
- Manage contractors, suppliers and internal customers.
- Plan resources, budgets and schedules realistically.

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 Innovation Management ISO 56002: the management framework

- Sustaining improvement
- Measurement and reporting

Day 2 Planning, resources and budgets

- Process mapping and standard work
- Measurement and statistical tools

Day 3 Performance measurement and control

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

Day 4 Risk, compliance and improvement

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

Day 5 Management case study and action plan

- Excellence models and self-assessment
- Regional and international case studies

10-day outline

Day 1 Innovation Management ISO 56002: the management framework

- Sustaining improvement
- Measurement and reporting

Day 2 Planning, resources and budgets

- Process mapping and standard work
- Measurement and statistical tools

Day 3 Performance measurement and control

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

Day 4 Risk, compliance and improvement

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

Day 5 Management case study and action plan

- Excellence models and self-assessment
- 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)
11–15 Jan 2027	5-day classroom	Vienna	English	4,750
15–19 Mar 2027	5-day online	Live online	English	2,950
19–30 Sep 2027	10-day classroom	Cairo	Arabic	8,950
18–22 Oct 2027	5-day classroom	Paris	English	4,750
13–24 Feb 2028	10-day classroom	Riyadh	English	8,950
15–19 May 2028	5-day classroom	Dubai	Arabic	4,750
9–13 Jul 2028	5-day classroom	Jeddah	Arabic	4,750
20 Nov – 1 Dec 2028	10-day online	Live online	Arabic	5,450
15–19 Jan 2029	5-day classroom	Amsterdam	English	4,750

Dates	Format	City	Language	Fee (USD)
9–13 Jul 2029	5-day classroom	Abu Dhabi	English	4,750
10–14 Sep 2029	5-day online	Live online	Arabic	2,950
19–30 Nov 2029	10-day classroom	Istanbul	English	8,950
7–11 Jan 2030	5-day classroom	London	English	4,750
21–25 Oct 2030	5-day classroom	Abu Dhabi	Arabic	4,750
11–22 Nov 2030	10-day online	Live online	Arabic	5,450
9–20 Dec 2030	10-day classroom	Singapore	English	8,950

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