Garnet
Garnet Global Training Center

GGT-QE-107

Quality, Excellence & Customer Service

Integrated Management Systems

أنظمة الإدارة المتكاملة

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

Overview

Integrated Management Systems helps participants move from doing the work to managing it, with planning tools, control methods and reporting that management trusts. 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 Integrated Management Systems as a managed process with clear roles.
- Manage contractors, suppliers and internal customers.
- Plan resources, budgets and schedules realistically.
- Define KPIs and build simple dashboards for management.
- Control risk, quality and compliance in this area.

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 Integrated Management Systems: the management framework

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

Day 2 Planning, resources and budgets

- Sustaining improvement
- Process mapping and standard work

Day 3 Performance measurement and control

- Measurement and statistical tools
- Checklists and templates to take away

Day 4 Risk, compliance and improvement

- Audit planning and reporting
- Group discussion and peer review

Day 5 Management case study and action plan

- Customer journey and feedback
- Measurement and reporting

10-day outline

Day 1 Integrated Management Systems: the management framework

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

Day 2 Planning, resources and budgets

- Sustaining improvement
- Process mapping and standard work

Day 3 Performance measurement and control

- Measurement and statistical tools
- Checklists and templates to take away

Day 4 Risk, compliance and improvement

- Audit planning and reporting
- Group discussion and peer review

Day 5 Management case study and action plan

- Customer journey and feedback
- Measurement and reporting

Day 6 Advanced techniques and specialist practice

- Complex cases in depth
- Hands-on workshop on a workplace challenge

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
- Common mistakes and how to avoid them

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)
8–12 Feb 2027	5-day online	Live online	English	2,950
12–23 Apr 2027	10-day classroom	London	English	8,950
11–15 Jul 2027	5-day classroom	Doha	Arabic	4,750
16–20 Aug 2027	5-day classroom	Abu Dhabi	English	4,750
19–30 Mar 2028	10-day classroom	Manama	Arabic	8,950
19–23 Jun 2028	5-day classroom	Paris	English	4,750
10–21 Jul 2028	10-day online	Live online	English	5,450
11–15 Dec 2028	5-day classroom	Dubai	Arabic	4,750
19 Feb – 2 Mar 2029	10-day classroom	Vienna	English	8,950

Dates	Format	City	Language	Fee (USD)
9–13 Apr 2029	5-day classroom	Kuala Lumpur	English	4,750
4–8 Nov 2029	5-day classroom	Cairo	English	4,750
3–7 Dec 2029	5-day online	Live online	Arabic	2,950
3–14 Mar 2030	10-day classroom	Riyadh	Arabic	8,950
8–12 Apr 2030	5-day classroom	Abu Dhabi	Arabic	4,750
8–19 Jul 2030	10-day online	Live online	English	5,450
4–8 Nov 2030	5-day classroom	Dubai	English	4,750

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