Garnet
Garnet Global Training Center

GGT-QE-119

Quality, Excellence & Customer Service

ISO 9001 Implementation

تطبيق ISO 9001

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

Overview

ISO 9001 Implementation focuses on how the work is actually done: the methods, checks and decisions practitioners use every day, illustrated with real cases from the region. 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 ISO 9001 Implementation to real tasks.
- Follow safe, compliant and documented work practices.
- 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.

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 ISO 9001 Implementation: principles and standards

- Customer journey and feedback
- Measurement and reporting

Day 2 Methods and tools in practice

- Excellence models and self-assessment
- Sustaining improvement

Day 3 Diagnosis and problem solving

- Process mapping and standard work
- Hands-on workshop on a workplace challenge

Day 4 Quality, safety and documentation

- Measurement and statistical tools
- Common mistakes and how to avoid them

Day 5 Workshop, assessment and action plan

- Audit planning and reporting
- Regional and international case studies

10-day outline

Day 1 ISO 9001 Implementation: principles and standards

- Customer journey and feedback
- Measurement and reporting

Day 2 Methods and tools in practice

- Excellence models and self-assessment
- Sustaining improvement

Day 3 Diagnosis and problem solving

- Process mapping and standard work
- Hands-on workshop on a workplace challenge

Day 4 Quality, safety and documentation

- Measurement and statistical tools
- Common mistakes and how to avoid them

Day 5 Workshop, assessment and action plan

- Audit planning and reporting
- 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)
1–5 Mar 2027	5-day online	Live online	English	2,950
10–14 May 2027	5-day classroom	Abu Dhabi	Arabic	4,750
4–8 Jul 2027	5-day classroom	Kuwait City	Arabic	4,750
12–23 Dec 2027	10-day classroom	Jeddah	Arabic	8,950
14–18 Feb 2028	5-day classroom	Amsterdam	English	4,750
8–19 May 2028	10-day online	Live online	English	5,450
17–28 Jul 2028	10-day classroom	Vienna	English	8,950
9–13 Oct 2028	5-day classroom	Dubai	English	4,750
12–16 Feb 2029	5-day online	Live online	English	2,950

Dates	Format	City	Language	Fee (USD)
18–22 Mar 2029	5-day classroom	Cairo	Arabic	4,750
20–31 May 2029	10-day classroom	Muscat	Arabic	8,950
16–20 Sep 2029	5-day classroom	Riyadh	Arabic	4,750
12–23 Aug 2030	10-day online	Live online	Arabic	5,450
16–20 Sep 2030	5-day classroom	Casablanca	Arabic	4,750
17–28 Nov 2030	10-day classroom	Riyadh	Arabic	8,950
9–13 Dec 2030	5-day classroom	Abu Dhabi	English	4,750

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