Garnet
Garnet Global Training Center

GGT-QE-106

Quality, Excellence & Customer Service

KPIs & Balanced Scorecard

مؤشرات الأداء وبطاقة الأداء المتوازن

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

Overview

Participants in KPIs & Balanced Scorecard practise the methods, tools and standards they need to perform reliably and solve problems on the job. 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 KPIs & Balanced Scorecard to real tasks.
- Interpret data and results correctly and act on them.
- Follow safe, compliant and documented work practices.
- Avoid the mistakes that most often cause rework or failure.
- Share good practice with your team.

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 KPIs & Balanced Scorecard: principles and standards
- Measurement and statistical tools
- Hands-on workshop on a workplace challenge

Day 2 Methods and tools in practice
- Audit planning and reporting
- Customer journey and feedback

Day 3 Diagnosis and problem solving
- Excellence models and self-assessment
- Common mistakes and how to avoid them

Day 4 Quality, safety and documentation
- Sustaining improvement
- Regional and international case studies

Day 5 Workshop, assessment and action plan
- Process mapping and standard work
- Checklists and templates to take away

10-day outline

Day 1 KPIs & Balanced Scorecard: principles and standards
- Measurement and statistical tools
- Hands-on workshop on a workplace challenge

Day 2 Methods and tools in practice
- Audit planning and reporting
- Customer journey and feedback

Day 3 Diagnosis and problem solving
- Excellence models and self-assessment
- Common mistakes and how to avoid them

Day 4 Quality, safety and documentation
- Sustaining improvement
- Regional and international case studies

Day 5 Workshop, assessment and action plan
- Process mapping and standard work
- Checklists and templates to take away

Day 6 Advanced techniques and specialist practice
- Complex cases in depth
- Group discussion and peer review

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
- Measurement and reporting

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)
15–19 Mar 2027	5-day online	Live online	Arabic	2,950
9–13 May 2027	5-day classroom	Riyadh	English	4,750
19–30 Jul 2027	10-day classroom	Paris	English	8,950
16–20 Aug 2027	5-day classroom	Abu Dhabi	Arabic	4,750
3–7 Jan 2028	5-day classroom	Abu Dhabi	English	4,750
4–15 Jun 2028	10-day classroom	Kuwait City	Arabic	8,950
11–22 Sep 2028	10-day online	Live online	English	5,450
9–13 Oct 2028	5-day classroom	Dubai	English	4,750
9–13 Apr 2029	5-day classroom	Dubai	Arabic	4,750

Dates	Format	City	Language	Fee (USD)
1–5 Jul 2029	5-day classroom	Doha	English	4,750
15–19 Oct 2029	5-day online	Live online	Arabic	2,950
4–15 Nov 2029	10-day classroom	Kuwait City	English	8,950
5–16 May 2030	10-day classroom	Riyadh	English	8,950
12–23 Aug 2030	10-day online	Live online	English	5,450
1–5 Sep 2030	5-day classroom	Jeddah	Arabic	4,750
15–19 Dec 2030	5-day classroom	Kuwait City	English	4,750

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