Garnet
Garnet Global Training Center

GGT-QE-130

Quality, Excellence & Customer Service

Process Owners Program

برنامج ملاك العمليات

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

Overview

This program treats Process Owners Program as a managed system: policies, roles, resources, performance indicators and continual improvement. Systems and methods that make performance consistent, measurable and better every year. It runs as a 5-day or 10-day program in English or Arabic, in classrooms in Dubai, Riyadh, Cairo, London, Istanbul and other cities, or live online, and can be delivered in-house.

What you will be able to do

- Set up and run Process Owners Program as a managed process with clear roles.
- Report clearly to senior management and stakeholders.
- Manage contractors, suppliers and internal customers.
- Plan resources, budgets and schedules realistically.
- Define KPIs and build simple dashboards for management.

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

WhatsApp: +971 56 674 7382

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 Process Owners Program: the management framework

- Audit planning and reporting
- Measurement and reporting

Day 2 Planning, resources and budgets

- Customer journey and feedback
- Excellence models and self-assessment

Day 3 Performance measurement and control

- Sustaining improvement
- Hands-on workshop on a workplace challenge

Day 4 Risk, compliance and improvement

- Process mapping and standard work
- Common mistakes and how to avoid them

Day 5 Management case study and action plan

- Measurement and statistical tools
- Regional and international case studies

10-day outline

Day 1 Process Owners Program: the management framework

- Audit planning and reporting
- Measurement and reporting

Day 2 Planning, resources and budgets

- Customer journey and feedback
- Excellence models and self-assessment

Day 3 Performance measurement and control

- Sustaining improvement
- Hands-on workshop on a workplace challenge

Day 4 Risk, compliance and improvement

- Process mapping and standard work
- Common mistakes and how to avoid them

Day 5 Management case study and action plan

- Measurement and statistical tools
- 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)
18–22 Jan 2027	5-day online	Live online	English	2,950
1–12 Feb 2027	10-day classroom	Abu Dhabi	English	8,950
15–19 Aug 2027	5-day classroom	Doha	Arabic	4,750
20–24 Sep 2027	5-day classroom	London	English	4,750
10–21 Apr 2028	10-day online	Live online	Arabic	5,450
13–17 Aug 2028	5-day classroom	Manama	English	4,750
2–13 Oct 2028	10-day classroom	London	English	8,950
19–23 Nov 2028	5-day classroom	Amman	English	4,750
9–20 Apr 2029	10-day classroom	London	English	8,950

Dates	Format	City	Language	Fee (USD)
2–6 Sep 2029	5-day classroom	Doha	Arabic	4,750
4–8 Nov 2029	5-day classroom	Cairo	Arabic	4,750
3–7 Dec 2029	5-day online	Live online	Arabic	2,950
17–28 Mar 2030	10-day classroom	Jeddah	English	8,950
13–17 May 2030	5-day classroom	Casablanca	English	4,750
16–20 Jun 2030	5-day classroom	Doha	English	4,750
14–25 Oct 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/