Garnet
Garnet Global Training Center

GGT-QE-127

Quality, Excellence & Customer Service

Quality Assurance in Construction Projects

ضمان الجودة في مشاريع الإنشاءات

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

Overview

Participants in Quality Assurance in Construction Projects 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 Quality Assurance in Construction Projects to real tasks.
- Share good practice with your team.
- Use the right tools, checks and calculations step by step.
- Diagnose common problems and identify root causes.
- Interpret data and results correctly and act on them.

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 Quality Assurance in Construction Projects: principles and standards

- Audit planning and reporting
- Measurement and reporting

Day 2 Methods and tools in practice

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

Day 3 Diagnosis and problem solving

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

Day 4 Quality, safety and documentation

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

Day 5 Workshop, assessment and action plan

- Measurement and statistical tools
- Regional and international case studies

10-day outline

Day 1 Quality Assurance in Construction Projects: principles and standards

- Audit planning and reporting
- Measurement and reporting

Day 2 Methods and tools in practice

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

Day 3 Diagnosis and problem solving

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

Day 4 Quality, safety and documentation

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

Day 5 Workshop, assessment 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 classroom	Paris	English	4,750
20–24 Sep 2027	5-day classroom	Dubai	English	4,750
8–12 Nov 2027	5-day online	Live online	Arabic	2,950
5–16 Dec 2027	10-day classroom	Jeddah	English	8,950
17–28 Apr 2028	10-day online	Live online	Arabic	5,450
11–15 Jun 2028	5-day classroom	Muscat	Arabic	4,750
16–20 Jul 2028	5-day classroom	Cairo	English	4,750
16–27 Oct 2028	10-day classroom	Dubai	Arabic	8,950
8–19 Jan 2029	10-day classroom	Dubai	Arabic	8,950

Dates	Format	City	Language	Fee (USD)
8–12 Jul 2029	5-day classroom	Muscat	Arabic	4,750
19–23 Nov 2029	5-day online	Live online	Arabic	2,950
17–21 Dec 2029	5-day classroom	London	English	4,750
17–21 Mar 2030	5-day classroom	Jeddah	Arabic	4,750
6–10 May 2030	5-day classroom	Casablanca	English	4,750
9–20 Jun 2030	10-day classroom	Riyadh	Arabic	8,950
19–30 Aug 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/