Garnet
Garnet Global Training Center

GGT-QE-133

Quality, Excellence & Customer Service

# Quality Culture & Leadership

ثقافة الجودة والقيادة

| Duration | Language | Formats | Hours | Level |
|---|---|---|---|---|
| **5 or 10 days** | **English or Arabic** | **Classroom, online, in-house** | **35 / 70** | **Leadership & strategy** |

## Overview

Quality Culture & Leadership develops the judgement, influence and decision-making leaders need when the stakes are high. 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 direction and priorities for Quality Culture & Leadership in your organisation.
- Balance short-term results with long-term value.
- Build a personal leadership agenda for the next year.
- Make sound decisions with incomplete information.
- Align people, structure and culture with strategy.

## Who should attend

Quality and excellence teams, process owners, auditors and customer service leaders. It is aimed at managers and executives who set direction and are accountable for results.

## 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 Strategic context of Quality Culture & Leadership
- Customer journey and feedback
- Common mistakes and how to avoid them

### Day 2 Setting direction and priorities
- Excellence models and self-assessment
- Sustaining improvement

### Day 3 Leading people through change
- Process mapping and standard work
- Regional and international case studies

### Day 4 Decisions, risk and stakeholders
- Measurement and statistical tools
- Checklists and templates to take away

### Day 5 Leadership commitments and action plan
- Audit planning and reporting
- Group discussion and peer review

## 10-day outline

### Day 1 Strategic context of Quality Culture & Leadership
- Customer journey and feedback
- Common mistakes and how to avoid them

### Day 2 Setting direction and priorities
- Excellence models and self-assessment
- Sustaining improvement

### Day 3 Leading people through change
- Process mapping and standard work
- Regional and international case studies

### Day 4 Decisions, risk and stakeholders
- Measurement and statistical tools
- Checklists and templates to take away

### Day 5 Leadership commitments and action plan
- Audit planning and reporting
- Group discussion and peer review

### Day 6 Advanced techniques and specialist practice
- Complex cases in depth
- Measurement and reporting

### 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
- Hands-on workshop on a workplace challenge

### 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) |
|---|---|---|---|---|
| 14–18 Feb 2027 | 5-day classroom | Jeddah | English | 4,750 |
| 19–23 Apr 2027 | 5-day online | Live online | English | 2,950 |
| 9–20 May 2027 | 10-day classroom | Cairo | English | 8,950 |
| 4–8 Oct 2027 | 5-day classroom | Dubai | English | 4,750 |
| 3–7 Jan 2028 | 5-day classroom | Dubai | English | 4,750 |
| 7–18 May 2028 | 10-day classroom | Manama | English | 8,950 |
| 7–11 Aug 2028 | 5-day classroom | Kuala Lumpur | English | 4,750 |
| 18–29 Dec 2028 | 10-day online | Live online | English | 5,450 |
| 21–25 May 2029 | 5-day online | Live online | Arabic | 2,950 |
| 15–19 Oct 2029 | 5-day classroom | Abu Dhabi | English | 4,750 |

| Dates | Format | City | Language | Fee (USD) |
|---|---|---|---|---|
| 11–22 Nov 2029 | 10-day classroom | Doha | English | 8,950 |
| 3–7 Dec 2029 | 5-day classroom | Istanbul | English | 4,750 |
| 11–22 Mar 2030 | 10-day online | Live online | Arabic | 5,450 |
| 7–11 Apr 2030 | 5-day classroom | Jeddah | English | 4,750 |
| 3–14 Jun 2030 | 10-day classroom | Abu Dhabi | Arabic | 8,950 |
| 8–12 Dec 2030 | 5-day classroom | Amman | Arabic | 4,750 |

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