Garnet
Garnet Global Training Center

GGT-QE-113

Quality, Excellence & Customer Service

# Quality Management Fundamentals

أساسيات إدارة الجودة

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

## Overview

Quality Management Fundamentals is designed for people who are new to the subject, or who need a structured refresher before taking on more responsibility. 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

- Explain the key concepts, terms and standards of Quality Management Fundamentals.
- Plan the next steps in your own learning.
- Recognise the main hazards, errors and misconceptions newcomers face.
- Carry out basic tasks correctly using simple checklists and tools.
- Read and use the documents, forms and data common in this field.

## Who should attend

Quality and excellence teams, process owners, auditors and customer service leaders. No prior experience is required; it also suits new hires, graduates and staff moving into this field.

## 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 Introduction to Quality Management Fundamentals

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

### Day 2 Core concepts and terminology

- Audit planning and reporting
- Customer journey and feedback

### Day 3 Basic methods and tools

- Excellence models and self-assessment
- Regional and international case studies

### Day 4 Working safely and correctly

- Sustaining improvement
- Checklists and templates to take away

### Day 5 Practical exercises and review

- Process mapping and standard work
- Group discussion and peer review

## 10-day outline

### Day 1 Introduction to Quality Management Fundamentals

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

### Day 2 Core concepts and terminology

- Audit planning and reporting
- Customer journey and feedback

### Day 3 Basic methods and tools

- Excellence models and self-assessment
- Regional and international case studies

### Day 4 Working safely and correctly

- Sustaining improvement
- Checklists and templates to take away

### Day 5 Practical exercises and review

- Process mapping and standard work
- 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) |
|---|---|---|---|---|
| 4–8 Jan 2027 | 5-day online | Live online | English | 2,950 |
| 1–5 Feb 2027 | 5-day classroom | Dubai | Arabic | 4,750 |
| 16–20 Aug 2027 | 5-day classroom | Amsterdam | English | 4,750 |
| 19–30 Dec 2027 | 10-day classroom | Riyadh | English | 8,950 |
| 14–18 Feb 2028 | 5-day classroom | Abu Dhabi | English | 4,750 |
| 6–17 Mar 2028 | 10-day online | Live online | English | 5,450 |
| 19–30 Jun 2028 | 10-day classroom | Amsterdam | English | 8,950 |
| 4–8 Dec 2028 | 5-day classroom | Dubai | Arabic | 4,750 |
| 12–23 Feb 2029 | 10-day classroom | Paris | English | 8,950 |

| Dates | Format | City | Language | Fee (USD) |
|---|---|---|---|---|
| 2–6 Sep 2029 | 5-day classroom | Kuwait City | English | 4,750 |
| 1–5 Oct 2029 | 5-day classroom | Dubai | Arabic | 4,750 |
| 10–14 Dec 2029 | 5-day online | Live online | Arabic | 2,950 |
| 18 Feb – 1 Mar 2030 | 10-day classroom | Dubai | English | 8,950 |
| 6–17 May 2030 | 10-day online | Live online | English | 5,450 |
| 14–18 Oct 2030 | 5-day classroom | Kuala Lumpur | English | 4,750 |
| 4–8 Nov 2030 | 5-day classroom | Istanbul | English | 4,750 |

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