Garnet
Garnet Global Training Center

GGT-QE-109

Quality, Excellence & Customer Service

Statistical Process Control

الضبط الإحصائي للعمليات

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

Overview

Statistical Process Control equips managers and specialists to plan, organise and control this area of work, set targets and measure results. 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

- Set up and run Statistical Process Control as a managed process with clear roles.
- Define KPIs and build simple dashboards for management.
- Control risk, quality and compliance in this area.
- Lead improvement projects and measure their benefit.
- Report clearly to senior management and stakeholders.

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

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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 Statistical Process Control: the management framework

- Process mapping and standard work
- Checklists and templates to take away

Day 2 Planning, resources and budgets

- Measurement and statistical tools
- Audit planning and reporting

Day 3 Performance measurement and control

- Customer journey and feedback
- Group discussion and peer review

Day 4 Risk, compliance and improvement

- Excellence models and self-assessment
- Measurement and reporting

Day 5 Management case study and action plan

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

10-day outline

Day 1 Statistical Process Control: the management framework

- Process mapping and standard work
- Checklists and templates to take away

Day 2 Planning, resources and budgets

- Measurement and statistical tools
- Audit planning and reporting

Day 3 Performance measurement and control

- Customer journey and feedback
- Group discussion and peer review

Day 4 Risk, compliance and improvement

- Excellence models and self-assessment
- Measurement and reporting

Day 5 Management case study and action plan

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

Day 6 Advanced techniques and specialist practice

- Complex cases in depth
- Common mistakes and how to avoid them

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
- Regional and international case studies

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)
8–19 Mar 2027	10-day classroom	London	English	8,950
2–6 May 2027	5-day classroom	Cairo	English	4,750
20–24 Sep 2027	5-day online	Live online	Arabic	2,950
6–10 Dec 2027	5-day classroom	Dubai	English	4,750
9–13 Jan 2028	5-day classroom	Kuwait City	English	4,750
10–21 Jul 2028	10-day online	Live online	English	5,450
4–15 Sep 2028	10-day classroom	Dubai	English	8,950
10–14 Dec 2028	5-day classroom	Amman	Arabic	4,750
4–15 Feb 2029	10-day classroom	Riyadh	English	8,950

Dates	Format	City	Language	Fee (USD)
9–13 Jul 2029	5-day online	Live online	Arabic	2,950
15–19 Oct 2029	5-day classroom	Dubai	English	4,750
18–22 Nov 2029	5-day classroom	Jeddah	English	4,750
18 Feb – 1 Mar 2030	10-day online	Live online	English	5,450
17–28 Mar 2030	10-day classroom	Kuwait City	Arabic	8,950
12–16 Aug 2030	5-day classroom	Abu Dhabi	English	4,750
17–21 Nov 2030	5-day classroom	Doha	English	4,750

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