Garnet
Garnet Global Training Center

GGT-QE-126

Quality, Excellence & Customer Service

Total Quality Management

إدارة الجودة الشاملة

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

Overview

Total Quality Management 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. 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 Total Quality Management as a managed process with clear roles.
- Manage contractors, suppliers and internal customers.
- Plan resources, budgets and schedules realistically.
- Define KPIs and build simple dashboards for management.
- Control risk, quality and compliance in this area.

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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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 Total Quality Management: the management framework

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

Day 2 Planning, resources and budgets

- Sustaining improvement
- Process mapping and standard work

Day 3 Performance measurement and control

- Measurement and statistical tools
- Checklists and templates to take away

Day 4 Risk, compliance and improvement

- Audit planning and reporting
- Group discussion and peer review

Day 5 Management case study and action plan

- Customer journey and feedback
- Measurement and reporting

10-day outline

Day 1 Total Quality Management: the management framework

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

Day 2 Planning, resources and budgets

- Sustaining improvement
- Process mapping and standard work

Day 3 Performance measurement and control

- Measurement and statistical tools
- Checklists and templates to take away

Day 4 Risk, compliance and improvement

- Audit planning and reporting
- Group discussion and peer review

Day 5 Management case study and action plan

- Customer journey and feedback
- Measurement and reporting

Day 6 Advanced techniques and specialist practice

- Complex cases in depth
- Hands-on workshop on a workplace challenge

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
- Common mistakes and how to avoid them

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)
11–15 Jan 2027	5-day classroom	London	English	4,750
17–21 May 2027	5-day classroom	Dubai	English	4,750
16–27 Aug 2027	10-day classroom	Kuala Lumpur	English	8,950
15–19 Nov 2027	5-day online	Live online	English	2,950
7–11 May 2028	5-day classroom	Jeddah	Arabic	4,750
12–16 Jun 2028	5-day classroom	London	English	4,750
17–28 Sep 2028	10-day classroom	Doha	Arabic	8,950
16–27 Oct 2028	10-day online	Live online	English	5,450
11–15 Mar 2029	5-day classroom	Cairo	English	4,750

Dates	Format	City	Language	Fee (USD)
6–17 Aug 2029	10-day classroom	Kuala Lumpur	English	8,950
17–21 Sep 2029	5-day online	Live online	Arabic	2,950
9–13 Dec 2029	5-day classroom	Riyadh	English	4,750
6–10 Jan 2030	5-day classroom	Manama	English	4,750
1–12 Apr 2030	10-day classroom	Dubai	English	8,950
9–13 Sep 2030	5-day classroom	Casablanca	English	4,750
18–29 Nov 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/