Garnet
Garnet Global Training Center

GGT-AU-102

Automotive, Fleet & Transport

Workshop & Service Centre Management

إدارة الورش ومراكز الخدمة

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

Overview

Workshop & Service Centre Management helps participants move from doing the work to managing it, with planning tools, control methods and reporting that management trusts. Fleet, workshop and transport programs for operators, dealers and public transport. 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 Workshop & Service Centre Management as a managed process with clear roles.
- Report clearly to senior management and stakeholders.
- Manage contractors, suppliers and internal customers.
- Plan resources, budgets and schedules realistically.
- Define KPIs and build simple dashboards for management.

Who should attend

Fleet and transport managers, workshop supervisors and dealership staff. It suits supervisors, section heads and specialists who manage, or are about to manage, this area.

Key topics

- Fleet economics
- Maintenance and workshop management
- Driver safety
- Telematics and data
- Regulation and compliance
- Electrification

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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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 Workshop & Service Centre Management: the management framework

- Maintenance and workshop management
- Checklists and templates to take away

Day 2 Planning, resources and budgets

- Driver safety
- Telematics and data

Day 3 Performance measurement and control

- Regulation and compliance
- Group discussion and peer review

Day 4 Risk, compliance and improvement

- Electrification
- Measurement and reporting

Day 5 Management case study and action plan

- Fleet economics
- Hands-on workshop on a workplace challenge

10-day outline

Day 1 Workshop & Service Centre Management: the management framework

- Maintenance and workshop management
- Checklists and templates to take away

Day 2 Planning, resources and budgets

- Driver safety
- Telematics and data

Day 3 Performance measurement and control

- Regulation and compliance
- Group discussion and peer review

Day 4 Risk, compliance and improvement

- Electrification
- Measurement and reporting

Day 5 Management case study and action plan

- Fleet economics
- 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)
1–5 Feb 2027	5-day online	Live online	Arabic	2,950
16–20 May 2027	5-day classroom	Kuwait City	English	4,750
4–8 Oct 2027	5-day classroom	Dubai	English	4,750
15–26 Nov 2027	10-day classroom	Barcelona	English	8,950
7–18 Feb 2028	10-day online	Live online	Arabic	5,450
5–9 Mar 2028	5-day classroom	Cairo	English	4,750
21 Aug – 1 Sep 2028	10-day classroom	Barcelona	English	8,950
12–16 Nov 2028	5-day classroom	Muscat	Arabic	4,750
5–9 Mar 2029	5-day classroom	Abu Dhabi	Arabic	4,750

Dates	Format	City	Language	Fee (USD)
9–13 Jul 2029	5-day online	Live online	Arabic	2,950
8–19 Oct 2029	10-day classroom	Istanbul	English	8,950
17–21 Dec 2029	5-day classroom	Barcelona	English	4,750
12–16 May 2030	5-day classroom	Cairo	English	4,750
3–14 Jun 2030	10-day classroom	Dubai	English	8,950
1–12 Jul 2030	10-day online	Live online	Arabic	5,450
13–17 Oct 2030	5-day classroom	Riyadh	Arabic	4,750

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