



Quality, Excellence & Customer Service

Customer Experience Management

إدارة تجربة العملاء

Duration

5 or 10 days

Language

English or Arabic

Formats

Classroom, online, in-house

Hours

35 / 70

Overview

Customer Experience Management is part of the Quality, Excellence & Customer Service track at Garnet Global Training Center. Systems and methods that make performance consistent, measurable and better every year. The course is taught in English or Arabic as a 5-day or 10-day program, in classrooms in cities such as Dubai, Riyadh, Cairo, London and Istanbul, or live online, and it can be delivered in-house with examples and exercises built around your own operations.

What you will be able to do

- Explain the principles, terminology and standards that govern Customer Experience Management.
- Apply proven methods and tools to real situations from your own workplace.
- Analyse performance gaps, risks and root causes, and choose the right response.
- Measure results with practical indicators and report them clearly to management.
- Leave with a personal action plan you can start using the following week.

Who should attend

Quality and excellence teams, process owners, auditors and customer service leaders.

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: www.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 Foundations of Customer Experience Management

- Scope, terminology and governing standards
- Process mapping and standard work

Day 2 Methods and tools

- Measurement and statistical tools
- Audit planning and reporting

Day 3 Application and case studies

- Customer journey and feedback
- Sustaining improvement

Day 4 Performance, risk and compliance

- Excellence models and self-assessment
- Measurement and reporting

Day 5 Workshop, assessment and action plan

- Hands-on workshop on a workplace challenge
- Final assessment and personal action plan

10-day outline

Day 1 Foundations of Customer Experience Management

- Scope, terminology and governing standards
- Process mapping and standard work

Day 2 Methods and tools

- Measurement and statistical tools
- Audit planning and reporting

Day 3 Application and case studies

- Customer journey and feedback
- Sustaining improvement

Day 4 Performance, risk and compliance

- Excellence models and self-assessment
- Measurement and reporting

Day 5 Workshop, assessment and action plan

- Hands-on workshop on a workplace challenge
- Final assessment and personal action plan

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
- 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)
8–12 Feb 2027	5-day online	Live online	Arabic	2,950
12–23 Jul 2027	10-day classroom	Abu Dhabi	English	8,950
16–27 Aug 2027	10-day online	Live online	Arabic	5,450
3–7 Oct 2027	5-day classroom	Manama	English	4,750
14–18 Nov 2027	5-day classroom	Doha	Arabic	4,750
9–13 Jan 2028	5-day classroom	Riyadh	English	4,750
12–16 Jun 2028	5-day classroom	Abu Dhabi	English	4,750
7–11 Aug 2028	5-day online	Live online	Arabic	2,950
18–29 Sep 2028	10-day online	Live online	Arabic	5,450

Dates	Format	City	Language	Fee (USD)
9–20 Oct 2028	10-day classroom	Kuala Lumpur	English	8,950
14–18 Jan 2029	5-day classroom	Cairo	Arabic	4,750
8–19 Apr 2029	10-day classroom	Jeddah	English	8,950
11–22 Jun 2029	10-day online	Live online	Arabic	5,450
13–17 Aug 2029	5-day online	Live online	Arabic	2,950
1–5 Oct 2029	5-day classroom	Abu Dhabi	Arabic	4,750
4–15 Feb 2030	10-day classroom	Dubai	English	8,950
20–31 May 2030	10-day online	Live online	Arabic	5,450
7–11 Jul 2030	5-day classroom	Amman	English	4,750
18–22 Aug 2030	5-day classroom	Cairo	Arabic	4,750
9–13 Sep 2030	5-day online	Live online	Arabic	2,950

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