EXCELLENCE CENTER
When The Excellence Is Must



TRAINING PROGRAMS CATALOG

Build People. Build Excellence.

310 programs · 17 specialised groups · English & Arabic delivery

2026 – 2027 Edition

Browse the programs →

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WELCOME

When Excellence Is a Must

The Excellence Center is an Egyptian training and consulting house dedicated to building people and organisations that perform at world-class level. For more than fifteen years our consultants and trainers have helped manufacturers, service companies, banks, hospitals, government bodies and contact centres across Egypt and the Middle East to improve quality, productivity, safety and leadership.

This catalog brings together **310 training programs in 17 specialised groups**. Every outline has been reviewed and updated to current international standards – including ISO 9001:2026, ISO 14001:2026, the AIAG-VDA FMEA approach and the 2026 PMP® exam – so that what participants learn is relevant and ready to apply.






In-house & public

Delivered at your premises, at our Cairo training centre or live online.

English & Arabic

Most programs are available in English, Arabic or bilingual delivery.

Tailored to you

Content, case studies and duration adapted to your industry and goals.

Results-focused

Workplace projects and action plans that turn learning into measurable results.

Our areas of expertise – click a group to open its program list

- Lean Six Sigma & Operational Excellence
- Quality Management, Tools & Certifications
- ISO Management Systems & Auditing
- Pharmaceutical, Medical Devices & Food Safety
- Health, Safety & Environment
- Maintenance & Engineering
- Operations & Production Management
- Supply Chain, Logistics & Procurement
- Business Process Improvement & Transformation
- Project & Portfolio Management
- Strategy, Leadership & Management
- Human Resources
- Finance, Banking & Risk
- Data Analytics & Digital Tools
- Customer Service, Sales & Marketing
- Personal Effectiveness & Soft Skills

HRDF (Hadaf) Professional Certificates – Saudi Arabia NEW
42 new exam-preparation programs – ASQ, PMI, IASSC, ASCM, SHRM, IIA and more

Group Q · p. 377

HOW TO USE THIS CATALOG

Finding the right program

Programs are organised into 17 colour-coded groups. Each group opens with a divider page listing its programs; each program then has its own page with the same structure, so you can compare programs at a glance.

Group colour & icon

The coloured band at the top of every page shows the group and sub-category.

Duration options

3 days Foundation **8 days** With Minitab

Many programs are offered in several formats – from a short awareness version to an extended program with workplace projects. Choose the format that fits your objectives and schedule.

Language

EN / AR English, Arabic or bilingual delivery **AR** Arabic delivery

Program page

Overview · Who should attend · Learning objectives · Detailed content

Program types

Belt Certification
Lean and Lean Six Sigma belt levels from White to Master Black Belt.

Certification Prep
Preparation for international professional certification exams.

Diploma
Multi-course diplomas combining several subjects and workplace projects.

Certificate Program
Modular programs leading to an Excellence Center certificate.

Executive Program
Short, strategic programs for senior leaders and sponsors.

Professional Course
In-depth courses that build practical, job-ready skills.

Technical
Specialist technical and software-based courses.

Auditor Course
Internal and lead auditor courses for management systems.

Workshop
Focused, highly interactive workshops of one to three days.

Awareness
Introductory sessions for all employees.

ⓘ Certification-preparation programs prepare participants for exams set by independent bodies (ASQ, PMI, ASCM, IIBA, NEBOSH, NAHQ, ACCA and others). Certificates and exams are issued by those bodies under their own rules; exam fees are not included unless stated in your offer.

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NEW

ASQ, PMI, IASSC, ASCM, SHRM, IIA and more

42 programs

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A05	Lean Six Sigma Green Belt	9–10 days · 2.5 months · 5 days	21
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Lean Six Sigma & Operational Excellence

Data-driven improvement with Lean Six Sigma belts, operational excellence certificates and practical DMAIC tools.

Lean Six Sigma & OpEx · Lean Tools & Lean Enterprise

25 PROGRAMS IN THIS GROUP – click a program to open it

A01	Applied Statistics for Six Sigma	3 days	16
A02	Foundations of Operational Excellence	3 days	17
A03	Lean Six Sigma Black Belt	20–25 days · 6 months · 10 days	18
A04	Lean Six Sigma Champion (Sector Managers & Directors)	2 days · 5 days	20
A05	Lean Six Sigma Green Belt	9–10 days · 2.5 months · 5 days	21
A06	Lean Six Sigma Master Black Belt	10 days	23
A07	Lean Six Sigma Orange Belt	5 days	25
A08	Lean Six Sigma White Belt (Awareness)	1 day	26
A09	Lean Six Sigma with Value Stream Mapping (5-day practitioner / 12-day Green Belt track)	5 days · 12 days	27
A10	Lean Six Sigma Yellow Belt (Introduction to Lean Six Sigma)	5 days	28
A11	Operational Excellence Certificate Program (Foundation 5 days / Full 12 days)	5 days · 12 days	29
A12	Six Sigma Awareness (Arabic delivery)	1 day · 2 days	31
A13	Six Sigma, Quality Analysis & Financial Statement Reading (Retail)	5 days · +3 days	32
A14	5S Workplace Organization	1 day	34
A15	Effective Visual Management	3 days	35
A16	Kaizen for Process Innovation & Improvement	5 days	36
A17	Lean Black Belt	15 days · 10–12 days	37

A18	Lean Management & Tools for Manufacturing, Office, Healthcare and Government/Education	2 days	39 ›
A19	Lean Manufacturing	1–2 days · 3 days · 5 days · 8 days · 12 days	40 ›
A20	Lean Manufacturing in the Mining Industry	7 days	42 ›
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A24	Quality & Lean Manufacturing for Technicians (Arabic delivery)	5 days · 9 days	47 ›
A25	Value Stream Mapping	2 days	49 ›

Applied Statistics for Six Sigma

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
3 days	Professional Course	EN / AR	In-house · Public · Online

Program overview

A hands-on deep dive into the statistics behind Six Sigma. Participants learn which data and metrics matter in DMAIC projects, how to describe and test process data, and how to separate common-cause from special-cause variation using Minitab, so that improvement decisions rest on evidence rather than opinion.

Who should attend

- Green/Black Belts and anyone seeking advanced Six Sigma statistics

Learning objectives

- Use statistical tools within DMAIC projects
- Select the appropriate test and interpret results
- Characterise processes and identify common-cause variation

Prerequisites: Laptop with Windows and Minitab (or equivalent)

Detailed content

01 Measurement & Data

- Benefits of measurement; types of measures and data
- Performance metric reporting

02 Descriptive & Inferential Statistics

- Three disciplines of statistics
- Normal distribution, central tendency, variability
- Sample size determination

03 Process Characterisation

- Using statistics to characterise processes
- Identifying common vs special causes of variation

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Foundations of Operational Excellence

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
3 days	Professional Course	EN / AR	In-house · Public · Online

Program overview

A practical introduction to Operational Excellence for managers and improvement teams. The course explains how Lean, Six Sigma, Kaizen, BPR and TQM fit together, the leadership behaviours that make improvement stick, and the core tools – VOC, FMEA, Pareto, prioritisation matrices – needed to launch improvement initiatives in your own area.

Who should attend

- Operations managers and supervisors
- Process improvement / Lean / Six Sigma practitioners
- Quality & CI professionals; team leaders
- Business excellence and strategy executives

Learning objectives

- Explain what Operational Excellence is and why it matters
- Apply Lean, Six Sigma, VOC, FMEA and Kaizen to improve processes
- Choose DMAIC, DMADV or Kaizen for the situation
- Plan dashboards to sustain improvements; pass a final assessment (≥70%)

Detailed content

01 Excellence Models

- World-class excellence organization; organizational vs operational excellence
- Six Sigma, Lean/Kaizen, BPR, TQM; hidden costs & COPQ

02 Leadership for Improvement

- Leadership challenges; motivation; leading people; direction & strategy
- Leadership roles in CI; team formation & change; reward & recognition

03 Lean Six Sigma Methodology

- Lean manufacturing & Kaizen basics; introduction to SPC
- Selection & prioritisation matrix; basic problem-solving tools; Pareto
- Idea management; project & team selection; VOC; FMEA

04 Sustaining & Transforming

- Key success factors & KPIs; barriers & aids chart
- Business transformation; change management; case study

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Lean Six Sigma Black Belt

DURATION
- **20–25 days** Corporate
- **6 months** Part-time, Saturdays
- **10 days** Upgrade for Green Belts

PROGRAM TYPE
Belt Certification

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

The full Black Belt body of knowledge for professionals who will lead complex improvement projects and coach Green Belts. Participants master the complete DMAIC toolkit with Minitab – advanced statistics, DOE, regression and control – while completing a live project with quantified financial results and learning to lead change and project teams.

Who should attend

- Quality engineers, professionals & managers
- Production, process & R&D engineers
- IT professionals, plant managers & supply chain professionals

Learning objectives

- Apply the full Lean Six Sigma DMAIC toolkit
- Use statistical methods in Minitab for process improvement
- Communicate LSS as a business strategy
- Select projects and teams with top management
- Lead project teams and act as change agent
- Quantify financial results

Prerequisites: Relevant bachelor's degree; Good English; Excel skills; Laptop with current Minitab; Admission test

Detailed content

01 Define

- Six Sigma overview; RTY & sigma calculation
- Deployment
- VOC, SIPOC, QFD, survey analysis
- Project selection & definition; RACI
- Change management & high-performing teams (team roles)
- Project scheduling & financials

02 Measure

- Lean thinking; process mapping; VSM; 5S; 8 wastes
- Basic statistics; introduction to Minitab
- Control charts (variables & attributes); capability
- Catapult workshop
- MSA; sampling
- Prioritisation matrix; communication plan

03 Analyze

- Continuous distributions; non-normal data & transformations
- Data door: stratification, scatter, multi-vari
- Structured problem solving; FMEA
- Inference: CIs, hypothesis tests, power & sample size, non-parametrics
- Regression: simple, multiple, logistic
- Process door: value-stream analysis, visual management, standard work

04 Improve

- Future-state VSM; flow; pull vs push
- SMED; TPM
- DOE: full & fractional factorials, screening, noise, centre points, multi-level & RSM
- Solutions matrix; confirming improvement

05 Control

- Error-proofing, PDPC, control plan
- Standardisation & documentation
- Training & implementation
- Process monitoring; serial correlation; EWMA; pre-control

Certificate & assessment

CERTIFICATE	Excellence Center Lean Six Sigma Black Belt Certificate
REQUIREMENTS	Minimum 85% attendance, a pass in the written Black Belt exam, and one completed improvement project with demonstrated results.

Lean Six Sigma Champion (Sector Managers & Directors)

DURATION
- **2 days** Lean / LSS Champion
- **5 days** Extended Champion

PROGRAM TYPE
Executive Program

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

An executive programme for the senior managers who sponsor Lean Six Sigma. Champions learn how improvement links to strategy, how to select and sponsor projects, remove barriers and review results, and how Lean, Kaizen and SPC create value – so the organisation's improvement programme delivers measurable business results.

Who should attend

- Top management
- Sector directors
- Department managers sponsoring improvement

Learning objectives

- Understand and sponsor process improvement and control
- Lead Lean Six Sigma deployment and project sponsorship
- Recognise waste, lead-time and changeover improvement potential
- Use basic quality improvement and SPC concepts
- Build reward and recognition that boosts morale

Detailed content

01 Excellence & Leadership

- World-class excellence organisation
- TQM
- Context & challenges in leadership
- Motivation; leading people
- Direction & strategy; developing & influential leadership

02 Lean Six Sigma Methodology

- DMAIC overview
- Leadership roles supporting CI
- Team formation & change management
- Reward & recognition

03 Tools for Champions

- Lean manufacturing & Kaizen basics
- Introduction to SPC
- Selection & prioritisation matrix
- Basic problem-solving tools; Pareto
- Idea management process

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Lean Six Sigma Green Belt

DURATION

- **9–10 days** Corporate (≈80 h)
- **2.5 months** One day per week
- **5 days** Upgrade for Yellow Belts

PROGRAM TYPE
Belt Certification

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

Become a capable Green Belt who can lead improvement projects end-to-end. The programme covers every DMAIC phase – project charters, VOC, measurement systems, capability, root-cause statistics, solution design and control plans – with Minitab practice and simulation workshops, and is built around a real improvement project from your workplace.

Who should attend

- Engineers, supervisors & professionals who will work on improvement projects
- Service & manufacturing staff (healthcare, pharma, government...)

Learning objectives

- Understand Lean & Six Sigma concepts and DMAIC
- Define projects with charters, VOC and SIPOC
- Measure baseline, MSA, control charts and capability
- Analyse root causes with statistics and regression
- Improve with FMEA, quick changeover and creativity tools
- Control with control plans, visual control and error-proofing

Prerequisites: Relevant bachelor's degree; Good English; Excel skills; Laptop with current Minitab

Detailed content

01 Introduction

- Six Sigma overview & calculations
- Why Lean Six Sigma
- Lean introduction
- Deployment

02 Define

- Basic statistics
- Project definition & charter
- VOC; SIPOC
- Process layout; 5S & visual management
- Change management & teams
- Project finance & scheduling
- Simulation workshop 1

03 Measure

- Measure tools; data collection
- Value stream mapping
- Process baseline
- Control charts (variables & attributes); capability
- MSA
- TPM & Lean thinking
- Simulation workshop 2

04 Analyze

- Structured problem solving
- Confidence intervals; introduction to hypothesis testing
- Scatter & regression
- Future-state VSM
- Simulation workshop 3

05 Improve

- FMEA
- Quick changeover
- Creative thinking

06 Control

- Control plans
- Visual control & management
- Error proofing (Poka-yoke)

Certificate & assessment

CERTIFICATE	Excellence Center Lean Six Sigma Green Belt Certificate
REQUIREMENTS	Minimum 85% attendance and a pass in the written Green Belt exam.

Lean Six Sigma Master Black Belt

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
10 days	Belt Certification	EN / AR	In-house · Public · Online

Program overview

An advanced programme for certified Black Belts stepping into the Master Black Belt role. It covers designing and running a deployment, managing the project pipeline, coaching and teaching Belts, advanced statistics, DOE and Design for Six Sigma, and extending Lean Six Sigma into service and transactional processes.

Who should attend

- Certified Black Belts preparing to lead deployment, coach Belts and teach

Learning objectives

- Design and manage a Lean Six Sigma deployment
- Act as performance manager, project leader, educator and coach
- Apply advanced statistics and DOE
- Apply Design for Six Sigma
- Lead change and maintain the project pipeline
- Extend Lean Six Sigma to services

Prerequisites: Black Belt certification; Two approved Black Belt projects; Mastery of BB analytical tools and Minitab

Detailed content

01 Introduction & MBB Role

- Certification & development plans
- MBB role, interactions & competency model

02 Designing the Deployment

- Combining Lean & Six Sigma
- Strategy, buy-in, roles

03 MBB as Performance Manager

- Steering team; program & project reviews
- Black Belt productivity; deployment audits

04 MBB as Project Leader & Technical Expert

- Mega projects & baselining
- Multivariate: principal components, discriminant analysis
- Tests for independence & autocorrelation
- Non-normal capability & Box-Cox
- DOE: screening, unbalanced & optimisation designs

05 MBB as Adult Educator

- Adult learning & facilitation
- Learn–Teach–Learn practice day (15-minute presentations with feedback)

06 MBB as Coach & Mentor

- Coaching structures & styles
- Feedback & rapport

07 Design for Six Sigma

- DfSS framework & NPD
- Key characteristics & risk

08 Change Leadership

- Situational leadership
- Change culture; influencing & resistance

09 Project Pipeline & Services

- Top-down/bottom-up; CTQ flow-down
- Lean Six Sigma in services

10 Competency Review & Personal Development Plans

Certificate & assessment

CERTIFICATE	Excellence Center Lean Six Sigma Master Black Belt Certificate
REQUIREMENTS	Full attendance and successful completion of the program assessments.

Lean Six Sigma Orange Belt

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
5 days	Belt Certification	EN / AR	In-house · Public · Online

Program overview

A step between Yellow and Green Belt for team members who take an active role in Six Sigma projects. Participants practise the basic DMAIC tools – VOC, process maps, data collection, histograms, scatter plots – and learn how Lean and Six Sigma combine to improve processes.

Who should attend

- Team members on Six Sigma projects; candidates progressing to Green Belt

Learning objectives

- Understand Six Sigma and Lean principles
- Apply DMAIC basic tools in a project team

Detailed content

- Define: Lean & Six Sigma measures; VOC
- Measure: processes, process maps, data collection, quality tools, histograms
- Analyze: scatter plot
- Improve & Control basics

Certificate & assessment

CERTIFICATE	Excellence Center Lean Six Sigma Orange Belt Certificate
REQUIREMENTS	Full attendance and a pass in the end-of-course assessment.

Lean Six Sigma White Belt (Awareness)

DURATION
1 day English or Arabic

PROGRAM TYPE
Awareness

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

A one-day awareness session that introduces every employee to Lean Six Sigma: why organisations use it, how projects are run, the main types of waste and the language of improvement. Available in English or Arabic, it prepares staff to support improvement teams with confidence.

Who should attend

- All employees and managers who need a basic understanding of Lean Six Sigma

Learning objectives

- Understand what Six Sigma is and management's role
- Understand how Six Sigma is deployed
- Identify operational waste and Lean tools
- Understand the Kano model and customer value
- Understand quality costs
- Support and sustain improvement projects

Detailed content

01 Why Six Sigma
- Six Sigma as a management method
- Personnel & training roles

02 Projects
- Six Sigma projects & DMAIC
- Project financials
- VOC & Kano model

03 Lean basics
- 8 wastes

04 Change & success factors
- Change management
- Key success factors
- Wrap-up

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Lean Six Sigma with Value Stream Mapping (5-day practitioner / 12-day Green Belt track)

DURATION
- 5 days Practitioner
- 12 days Green Belt track

PROGRAM TYPE
Professional Course

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

Lean Six Sigma taught through Value Stream Mapping. Participants map current and future-state value streams, analyse waste and root causes, and apply DMAIC tools in hands-on simulations. The 5-day version builds practitioner skills; the 12-day track covers the full Green Belt toolkit.

Who should attend

- Professionals who support or lead Lean Six Sigma projects

Learning objectives

- Identify waste, analyse root causes and propose corrective actions
- Map current- and future-state value streams
- Apply DMAIC with simulation workshops

Detailed content

01 Introduction
- Why LSS; metrics & calculations; Lean principles & waste; deployment; DMAIC overview

02 Define
- Project selection & charter; VOC; SIPOC; process mapping & layout; 5S & visual management; team dynamics & change; project finance & scheduling; simulation 1

03 Measure
- Data collection; current-state VSM; baseline; control charts; capability; MSA; TPM & Lean thinking; simulation 2

04 Analyze
- Structured problem solving; basic statistics; confidence intervals; future-state VSM; hypothesis testing; scatter & regression; simulation 3

05 Improve & Control
- Root-cause prioritisation; SMED; creative solution generation; control plans; visual control; sustainment

06 5-day version
- OpEx & DMAIC overview; CSVM/FSVM workshop; 5 Whys & fishbone; quick wins; 7 wastes; 5S; control charts & capability; poka-yoke; VOC; fishbone, Pareto, scatter, selection matrix

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Lean Six Sigma Yellow Belt (Introduction to Lean Six Sigma)

DURATION 5 days 35 training hours

PROGRAM TYPE Belt Certification

LANGUAGE EN / AR

DELIVERY In-house · Public · Online

Program overview

An introduction to Lean Six Sigma for team members who support Green and Black Belt projects. Participants learn DMAIC, the main Lean wastes, cost of poor quality and the basic tools – SIPOC, process mapping, Pareto, fishbone, histograms – and practise them on small improvement problems.

Who should attend

- Anyone who wants to understand Lean Six Sigma basics
- Team members supporting Green/Black Belt projects

Learning objectives

- Understand management's role in solving process problems
- Understand Six Sigma, its history, results and DMAIC
- Identify operational waste and Lean tools
- Understand quality costs and COPQ
- Use basic tools and run small improvement projects
- Sustain improvements

Detailed content

01 Why Lean Six Sigma

- History & results of Six Sigma
- Six Sigma as a management method
- Basics of Lean; the 8 wastes

02 Deployment

- How to deploy Six Sigma
- Roles, responsibilities & training
- Projects & project selection; VOC
- Key success factors; tollgates

03 Basic Tools

- Fishbone
- Pareto
- Scatter diagram
- Selection matrix
- Interrelationship digraph
- Barriers & aids chart

04 Wrap-up

- Cost of poor quality
- Sustaining improvement

Certificate & assessment

CERTIFICATE	Excellence Center Lean Six Sigma Yellow Belt Certificate
REQUIREMENTS	Full attendance and a pass in the end-of-course assessment.

Operational Excellence Certificate Program (Foundation 5 days / Full 12 days)

DURATION
- 5 days Foundation level
- 12 days Full certificate

PROGRAM TYPE
Certificate Program

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

A structured certificate that builds end-to-end operational excellence capability. The Foundation level covers process thinking, Lean, VSM, DMAIC and root-cause tools; the Full certificate adds statistics, operations planning, KPI and financial evaluation, risk, sustainability and digital operations, finishing with a group improvement project.

Who should attend

- Operations managers & supervisors; production & maintenance engineers
- Quality & CI professionals; supply chain & logistics
- Process analysts; team leaders; newly promoted managers; improvement project members

Learning objectives

- Apply OpEx frameworks and align operations with strategy and KPIs
- Map and analyse processes with SIPOC and VSM; remove waste
- Use DMAIC and root-cause tools; apply SPC and capability
- Optimise inventory and resources; evaluate ROI; sustain improvements; apply digital/AI in operations

Detailed content

01 1. Introduction to Operational Excellence
- Operations management fundamentals; Lean vs Six Sigma vs TQM vs BPR; maturity

02 2. Strategy & Performance Alignment
- Operations strategy; KPI deployment; VOC & SLAs

03 3. Process Design & Analysis
- SIPOC, flowcharts, swim-lanes; current-state VSM; bottleneck & waste analysis

04 4. Lean Systems
- 8 wastes; 5S & visual management; standard work; Kaizen; SMED; TPM basics; daily management boards

05 5. Six Sigma DMAIC
- Define–Control; 5 Whys, fishbone, Pareto; FMEA & poka-yoke basics

06 6. Statistical & Quality Tools (full)
- Basic statistics; control charts; capability

07 7. Supply Chain & Operations Planning (full)
- Demand forecasting; inventory management; logistics optimisation

08 8. Performance & Financial Management (full)
- KPI dashboards; cost reduction; financial evaluation & ROI

09 9. Risk, Sustainability & Digital Operations (full)

- Operational risk; circular economy; AI & digital transformation

10 10. Project Workshop

- Group improvement project: problem statement, map, waste & root cause, solutions, action & control plan

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Completion
REQUIREMENTS	Completion of all program modules and their assessments.

Six Sigma Awareness (Arabic delivery)

برنامج التوعية بالستة سيجما

DURATION
- 1 day Awareness
- 2 days Introductory with tools

PROGRAM TYPE
Awareness

LANGUAGE
AR

DELIVERY
In-house · Public · Online

Program overview

برنامج تعريفي باللغة العربية يقدم أساسيات الستة سيجما والمؤسسة الرشيقة: نماذج تميز العمليات، منهجية DMAIC، أنواع الفواقد، تكاليف الجودة ونموذج كانو، مع تطبيقات عملية تهيئ المشاركين للمشاركة الفعالة في فرق التحسين.

Who should attend

- Retail and service staff and supervisors (Arabic)

Learning objectives

- التعرف على بدائل نماذج تميز العمليات
- فهم دور الإدارة في حل مشكلات العمليات
- فهم الستة سيجما وآلية تطبيقها
- تحديد فواقد العمليات وفهم أدوات المؤسسة الرشيقة
- تطوير الخدمات والمنتجات وفق نموذج كانو
- فهم تكاليف الجودة وتكلفة الجودة الرديئة
- الحفاظ على نتائج التحسين

Detailed content

01 التميز المؤسسي وتميز العمليات
- الستة سيجما
- كايزن والمؤسسات الرشيقة
- هندرة العمليات
- إدارة الجودة الشاملة

02 لماذا الستة سيجما
- أنواع الفواقد الثمانية
- تطبيق الستة سيجما داخل المؤسسات
- الستة سيجما كطريقة إدارة حديثة
- أنواع التدريبات وفريق الستة سيجما
- مشروعات الستة سيجما

03 المنهجية والأدوات
- مبادئ المؤسسات الرشيقة
- تويوتا وموتورولا
- مراحل DMAIC
- أدوات الستة سيجما

04 التغيير والنجاح
- تطوير وتحول الأعمال
- إدارة التغيير
- صوت العميل VOC
- عوامل النجاح ومؤشرات الأداء
- حالة تطبيقية وملخص

الشهادة والتقييم

الشهادة	شهادة حضور من مركز التميز
شروط الحصول على الشهادة	حضور البرنامج بالكامل.

Six Sigma, Quality Analysis & Financial Statement Reading (Retail)

الستة سيجما وتحليل الجودة وقراءة القوائم المالية

DURATION
5 days
+3 days Optional project coaching

PROGRAM TYPE
Professional Course

LANGUAGE
AR

DELIVERY
In-house · Public · Online

Program overview

برنامج تطبيقي لقطاع التجزئة يجمع بين أدوات الستة سيجما لتحسين الجودة وتقليل الأخطاء وبين قراءة القوائم المالية لاكتشاف مشكلات الأداء، مع تطبيق عملي على حالات من بيئة العمل وإمكانية متابعة تطبيق المشروعات.

Who should attend

- Retail and FMCG staff and supervisors (Arabic delivery)

Learning objectives

- فهم منهجية الستة سيجما وأهميتها في تحسين الجودة وتقليل الأخطاء
- قراءة وفهم القوائم المالية (قائمة الدخل والتدفقات النقدية)
- تقدير الأداء المالي واكتشاف المشكلات
- تطبيق أدوات الستة سيجما في تحسين العمليات
- تحديد مجالات التحسين وتطبيقها في بيئة العمل

Detailed content

01 التميز التشغيلي ومفهوم الجودة
- مفهوم الستة سيجما وأهميتها
- تعريف الجودة وأهميتها
- أمثلة لتحسين العمليات

02 تكاليف الجودة والفاقد
- تكاليف الجودة والمصروفات الخفية
- أنواع العملاء ومتطلباتهم
- أنواع الفاقد
- المصروفات غير الضرورية في التخزين، المشتريات، النقل والتوزيع، الهالك في المواد الغذائية، الموردين

03 منهجية DMAIC وأدوات التحسين
- DMAIC مراحل
- مقاييس الجودة
- المدرج التكراري، باريتو، مخطط التدفق، جمع البيانات، مخطط الانتشار

04 الجوانب المالية
- الجوانب المالية لتطبيق الستة سيجما
- قائمة الدخل وقائمة التدفقات النقدية
- تحليل البيانات المالية الأساسية

05 التطبيق
- ورش عمل وحالات تطبيقية
- مشروعات تطبيقية (اختياري)

الشهادة والتقييم

الشهادة	شهادة حضور من مركز التميز
شروط الحصول على الشهادة	حضور البرنامج بالكامل.

5S Workplace Organization

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
1 day	Workshop	EN / AR	In-house · Public · Online

Program overview

Build the foundation for every other improvement activity. Through before-and-after examples, a workplace scan and a two-round production simulation, participants learn to apply Sort, Set in Order, Shine, Standardise and Sustain, and leave with a plan to keep 5S alive in their own area.

Who should attend

- Supervisors
- Engineers
- Warehouse professionals
- Office managers
- Purchasing & shipping staff
- Support staff

Learning objectives

- Describe the before/after differences in workplace appearance and function once 5S is applied
- Run a workplace scan and red-tag campaign
- Apply Sort, Set in order, Shine, Standardize, Sustain
- Plan how to sustain 5S back at work

Detailed content

01 Lean Basics

- Lean principles
- The 8 wastes (TIMWOODS)

02 The 5S System

- What is 5S?
- Production simulation – round 1
- Getting started: workplace scan
- Red-tag cards

03 Applying the 5 Steps

- Sort
- Set in order
- Shine
- Standardize
- Sustain

04 Kaizen & Sustaining

- 5S kaizen event
- Production simulation – round 2
- 5S audits & visual standards

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Effective Visual Management

DURATION
3 days

PROGRAM TYPE
Workshop

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

Make the workplace self-explaining. Participants learn visual factory principles, colour-coding, signage and visual controls, how to choose KPIs and display them on effective boards, and how to keep data current – ending with a site walk and an implementation plan for their own visual management system.

Who should attend

- Production & warehouse supervisors
- Lean / CI coordinators
- Team leaders & quality staff

Learning objectives

- Apply 5S and visual factory principles
- Design visual displays, controls and boards
- Apply colour coding and signage
- Select KPIs and present them graphically
- Plan data collection and board updating
- Develop a complete visual management process

Detailed content

01 Visual Workplace

- Basics of 5S
- Visual factory
- Visual management
- Visual display, control & boards

02 Visual Performance

- Signs & colour coding
- Videos & templates
- KPIs & performance indicators
- Data collection
- Graphical data representation & graph types
- Case studies

03 Implementation

- Site tour
- Implementation action plan
- Visual process indicators

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Kaizen for Process Innovation & Improvement

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
5 days	Professional Course	EN / AR	In-house · Public · Online

Program overview

Learn to run Kaizen as a disciplined improvement and innovation process. Participants find opportunities at the Gemba, generate and select ideas, run Kaizen projects and events with the right tools, and understand the leadership and team roles that turn many small improvements into lasting results.

Who should attend

- Improvement professionals & CI coordinators
- Supervisors & team leaders
- Managers sponsoring improvement

Learning objectives

- Develop skills and attitudes for continuous process and product improvement
- Apply the full Kaizen process
- Use Kaizen tools for innovation and improvement
- Understand the role of leadership and teams in Kaizen

Detailed content

01 Operational Excellence & Innovation

- Operational excellence
- Introduction to innovation & process improvement
- Change in the internal & external environment
- Motivation & morale

02 Finding Opportunities

- Gemba & Gembutsu
- Identifying the 8 wastes
- Spaghetti diagram
- Value chain analysis
- Opportunity search
- Problem identification & analysis

03 Ideas & Projects

- Idea generation for innovation
- Idea management process
- Kaizen projects & events

04 Implementation

- Developing & implementing improvements
- Kaizen follow-up
- Case studies & implementation

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Lean Black Belt

DURATION
15 days Delivered over ~6 months
10–12 days Intensive

PROGRAM TYPE
Belt Certification

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

An advanced Lean programme for leaders who will drive Lean transformation. Built on the five Lean principles – value, value stream, flow, pull and perfection – it covers TPS, VSM, cellular flow, SMED, kanban, levelling, TPM and Kata, with implementation projects coached over several months.

Who should attend

- Lean leaders & champions
- Maintenance, planning, process management & QC teams
- Supervisors expected to lead lean transformation

Learning objectives

- Master Lean principles and the Toyota Production System
- Map and analyse value streams in manufacturing and services
- Create flow and pull (cells, SMED, kanban, levelling)
- Deploy TPM, OEE and visual management
- Lead change, teams and lean projects to measurable results
- Sustain lean with assessments

Detailed content

01 Module 1 – Value

- Value to the customer; Lean & Six Sigma
- Lean thinking; push vs TPS
- Value & 8 wastes
- Kaizen & TPS; Kaizen belts
- Simulation 1
- Lean enterprise, lean in design & supply chain
- Lean benefits & metrics; JIT pull
- Lean deployment & enterprise value-stream assessment
- Change management, leadership style, team building, team-leader roles
- Lean project charter

02 Module 2 – Value Stream

- Manufacturing methods
- Cycle time, PCE, lead & throughput time
- Takt time
- 6 big losses & OEE
- Standard time
- TOC & queuing
- Learning to see: SIPOC, high-level & swim-lane mapping
- Current-state VSM (manufacturing & service)

03 Module 3 – Flow

- 6S & visualisation
- Ergonomics
- Standard operating procedures
- Cell design & plant re-layout
- TPM & OEE
- SMED
- Poka-yoke
- Project charter review

04 Module 4 – Pull

- Production levelling & mixed model
- Kanban types & material management
- Future-state VSM

05 Module 5 – Perfection

- Sustaining lean improvement
- One-year lean assessment
- Project review & sustainment

Certificate & assessment

CERTIFICATE	Excellence Center Lean Black Belt Certificate
REQUIREMENTS	Full attendance and a pass in the end-of-course assessment.

Lean Management & Tools for Manufacturing, Office, Healthcare and Government/Education

DURATION: 2 days

PROGRAM TYPE: Professional Course

LANGUAGE: EN / AR

DELIVERY: In-house · Public · Online

Program overview

Lean is no longer only for factories. This course introduces Lean thinking and tools and shows how they apply in manufacturing, offices, healthcare and government/education. Participants learn to see waste, choose the right tools and start with VSM and rapid process improvement in their own sector.

Who should attend

- Staff from manufacturing, office, healthcare and government/education sectors new to Lean

Learning objectives

- Define Lean and its philosophy
- Distinguish value-added from non-value-added work and the 8 wastes
- Recognise the main Lean tools and when to use them
- Start a Lean effort with VSM and Rapid Process Improvement (RPI)
- Apply Lean to your own sector

Detailed content

01 Lean Management

- Lean philosophy & principles
- Value vs waste

02 Lean Tools

- 5S, standard work, visual management
- Flow & pull
- Error proofing

03 Getting Started

- Value stream mapping
- Rapid process improvement events

04 Sector Applications

- Manufacturing
- Office & administration
- Healthcare
- Government & education

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Lean Manufacturing

DURATION

- **1–2 days** Live simulation
- **3 days** Awareness
- **5 days** Practitioner / Lean Green Belt
- **8 days** Level 1 with implementation
- **12 days** Comprehensive

PROGRAM TYPE
Professional Course

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

A practical Lean Manufacturing programme that moves participants from push to pull production. Content scales with duration – from Lean foundations, flow metrics and VSM, to cells, SMED, kanban, levelling, TPM and sustainment – with simulations, videos and implementation projects in the longer formats.

Who should attend

- Production, maintenance & planning teams
- Process management & quality control teams
- Quality managers & process supervisors

Learning objectives

- Understand Lean philosophy, TPS and the 8 wastes
- Measure flow: cycle time, takt, lead time, PCE, OEE, standard time
- Map current and future value streams
- Create flow and pull: cells, SMED, levelling, kanban
- Use 5S, visual management, TPM, poka-yoke and A3
- Run Kaizen/Kaikaku projects and sustain results (Kata)

Detailed content

01 Lean Foundations (all formats)

- Operational excellence approaches (Six Sigma, BPR, TQM, TOC, Kaizen)
- Value to customer; what is Lean
- Push vs pull; TPS, JIT & Kaizen
- Lean principles; Lean enterprise & design
- Simulation 1
- Lean benefits; JIT pull

02 Measuring the Process (all formats)

- Manufacturing methods
- Cycle time, lead time & PCE
- Takt time calculations
- Value-added vs non-value-added; 8 wastes
- Gemba walk
- Standard time & SOP; OEE

03 Value Stream Mapping (all formats)

- Current-state VSM
- Simulation 2

04 Flow & Workplace (5+ days)

- 5S+Safety & visual management/control
- 5 Whys & fishbone
- Cell design
- Assembly line balancing (8-day)
- TPM & OEE
- Quick changeover / SMED
- Poka-yoke

05 Pull (5+ days)

- Production levelling
- Kanban material management
- Inventory management & queuing

06 Improvement & Sustainment (8+ days)

- Kaizen & Kaikaku projects; A3
- Productivity calculations
- Future-state map
- Sustaining the improvement
- Implementation on site (8-day)

07 Advanced (12 days)

- Toyota Kata
- Energy efficiency
- Cleaner production

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Lean Manufacturing in the Mining Industry

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
7 days	Professional Course	EN / AR	In-house · Public · Online

Program overview

Lean principles adapted to mining operations. Participants learn to identify waste in extraction, haulage and processing, raise OEE and capacity utilisation, manage spare parts and lead time, apply kanban, poka-yoke and 5S, and use digital tools – ending with an implementation roadmap for their site.

Who should attend

- Mining engineers, managers, supervisors and operational staff – beginners and experienced

Learning objectives

- Understand and adapt Lean principles to mining
- Identify and eliminate waste in mining operations
- Improve OEE and capacity utilisation
- Optimise lead times and spare-parts management
- Apply Kanban, Poka-yoke, 5S and visual management
- Use digital technology and build a Lean transformation plan

Detailed content

01 Introduction to Lean in Mining

- Lean principles & mindset
- Wastes in mining
- Lead-time reduction
- Value-added vs non-value-added

02 Lean Tools for Mining Efficiency

- Key Lean tools
- OEE in mining (exercise)
- Spare parts management & downtime
- Case studies

03 Technology, Digitisation & Lean Mining

- Digital solutions
- Case studies
- Technology roadmap

04 Capacity Utilisation & Waste Reduction

- Maximising capacity
- Gemba walk exercise
- Waste-reduction strategies

05 Kanban, Poka-Yoke & 5S

- Kanban for mining materials
- Mistake-proofing
- 5S & visual management workshop

06 Kaizen & Field Management

- Kaizen event exercise
- Field management
- CI culture

07 Implementing Lean in Mining

- Change management & leadership
- Lean transformation plan – group project & presentations

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Lean Manufacturing Yellow Belt

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
5 days	Belt Certification	EN / AR	In-house · Public · Online

Program overview

A shop-floor Lean programme for production, maintenance and planning teams. Participants learn core Lean principles, run a Kaizen project using an A3 charter, and apply 6S, visual management, cell design, quick changeover, poka-yoke and pull systems, with videos and simulation to reinforce each tool.

Who should attend

- Production, maintenance and planning teams; quality control; process supervisors

Learning objectives

- Apply core Lean tools on the shop floor
- Run a Kaizen project using an A3/charter
- Identify and remove waste

Detailed content

01 Lean Foundations

- Value to customer; what is Lean; push vs pull
- TPS & Kaizen; Lean principles; Lean in design
- Lean benefits; internal/external customers; quality costs

02 Improvement Methods

- Kaizen events and projects; Kata; A3 reporting
- Problem identification & analysis; Gemba
- Brainstorming, cause & effect, Pareto, scatter, process maps
- Idea management, opportunity search, spaghetti diagram

03 Lean Tools

- 6S & visual management
- Cell design; quick changeover (SMED); poka-yoke
- TPM overview; JIT & pull (Nissan case)

04 Project & Sustainment

- Project charter; current-state VSM review
- Change management; VOC; key success factors
- Sustaining the improvement; Yellow Belt criteria

Certificate & assessment

CERTIFICATE	Excellence Center Lean Yellow Belt Certificate
REQUIREMENTS	Full attendance and a pass in the end-of-course assessment.

Lean Office & Administration

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
5 days	Professional Course	EN / AR	In-house · Public · Online

Program overview

Bring Lean into administrative and office processes. Participants learn to recognise waste in paperwork and transactions, distinguish value-added from non-value-added work, apply 5S, flow and standard work in the office, and use value stream mapping to shorten cycle times and reduce errors.

Who should attend

- Accountants & engineers
- Office managers & supervisors
- Purchasing & shipping staff
- Support staff

Learning objectives

- Identify and reduce waste in office processes
- Distinguish value-added from non-value-added work
- Apply basic and advanced Lean techniques in the office
- Use VSM for decisions
- See how Lean tools fit into the House of Lean

Detailed content

01 Waste & Value

- Office wastes
- Value-added vs non-value-added

02 Basic Lean Techniques

- 5S
- Layout & flow
- Point-of-use storage
- Set-up time & batch-size reduction

03 Advanced Lean Techniques

- Visual controls
- Quality at the source
- Standardised work
- Workforce & management practices
- Pull systems
- TPM for office equipment

04 Value Stream Mapping

- Mapping transactional processes
- Decision making with VSM

05 The House of Lean

- How the tools fit together

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Lean Product Development & Lean Project Management Tools

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
2 days	Workshop	EN / AR	In-house · Public · Online

Program overview

Apply Lean upstream to product development. The course covers waste in development, value stream mapping of the development process, integrated teams, the 3P approach, visual project boards and stand-up meetings, helping teams shorten time to market and improve manufacturability.

Who should attend

- Product development engineers, project managers and R&D leaders

Learning objectives

- Reduce time to market with lean product development
- Eliminate waste in development
- Use integrated teams, visual boards and stand-ups

Detailed content

- Introduction to LPD; waste sources in product development
- Value-added vs waste vs enabling work
- VSM for product development (calendar, work and value-added time)
- Toyota production preparation process (3P); integrated project teams
- Project planning of value-added work; exception management; visual boards; stand-up meetings; DFM

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Quality & Lean Manufacturing for Technicians (Arabic delivery)

الجودة والتصنيع الرشيق للفنيين

DURATION
5 days
9 days Extended supervisor version

PROGRAM TYPE
Professional Course

LANGUAGE
AR

DELIVERY
In-house · Public · Online

Program overview

برنامج عملي باللغة العربية للفنيين والعاملين في الخطوط الأمامية يغطي مفاهيم الجودة ودورة PDCA وعملية تحسين الجودة وخرائط المراقبة وأساسيات التصنيع الرشيق (5S، الإدارة المرئية، SMED) ومنهجية الكايزن، لإعدادهم للمشاركة في فرق التحسين.

Who should attend

- Technicians and front-line staff in production and service organisations

Learning objectives

- Prepare technicians to take part in process-improvement teams
- Apply quality concepts, PDCA and the improvement process
- Read variable and attribute control charts
- Apply Lean basics: 5S, visual management, SMED
- Participate in Kaizen projects

Detailed content

01 1. مفاهيم الجودة وأدواتها – Quality concepts & tools

- مفاهيم الجودة
- فلسفة الجودة الشاملة
- دورة PDCA (خطط – نفذ – افحص – صحح)

02 2. عملية تحسين الجودة – Quality improvement process

- تعريف المشكلة واختيار مشروعات التحسين
- قياس الأداء الحالي
- تحديد الأسباب الجذرية
- اختيار الحلول والتحسين
- مراقبة التحسين وضمان الاستمرارية

03 3. خرائط المراقبة – Control charts

- خرائط المراقبة للبيانات المتغيرة
- خرائط المراقبة للبيانات الوصفية

04 4. التصنيع الرشيق – Lean manufacturing

- القيمة ونظم التصنيع
- المبادئ الأساسية
- نظام تويوتا للإنتاج
- فرق التحسين
- 5S
- الإدارة المرئية
- التغيير السريع للقوالب (SMED)

05 5. منهجية كايزن – Kaizen

- فرق التحسين
- مشروعات الكايزن
- أدوات الكايزن وإدارة مشروعاتها

الشهادة والتقييم

الشهادة	شهادة حضور من مركز التميز
شروط الحصول على الشهادة	حضور البرنامج بالكامل.

Value Stream Mapping

DURATION
2 days

PROGRAM TYPE
Workshop

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

Value Stream Mapping is the Lean tool for seeing the whole flow and its waste. Participants learn VSM symbols, map current-state value streams for manufacturing and office processes, calculate lead time, process time and PCE, and design a future-state map with an implementation plan.

Who should attend

- Production/manufacturing & operations planning
- Customer service
- Procurement
- Administration

Learning objectives

- Understand VSM as a Lean tool to see waste
- Map current-state value streams in manufacturing and office
- Calculate lead time, process time and PCE
- Design a future-state map and improvement plan

Detailed content

01 Manufacturing operations vs office functions

02 VSM symbols & mapping techniques

03 Current-state map
- Data collection, lead time, PCE

04 Future-state map & implementation plan

05 Case study

Certificate & assessment

CERTIFICATE: Excellence Center Certificate of Attendance

REQUIREMENTS: Attendance of the full program.

B

Quality Management, Tools & Certifications

Quality tools, statistical methods, diplomas and preparation for ASQ and healthcare quality certifications.

Quality Management & Tools · ASQ & Healthcare Quality Certification Prep

25 PROGRAMS IN THIS GROUP – click a program to open it

B01	7 Basic Quality Tools for Analysis & Problem Solving	3 days · 8 days · 11 days	52
B02	Acceptance Sampling Using Minitab	3 days	54
B03	Applied Total Quality Management (TQM) Diploma	30 days · 20 days · 15 days	55
B04	APQP – Advanced Product Quality Planning & Control Plan	2 days	57
B05	Automotive Quality Core Tools (APQP, FMEA, SPC, MSA, PPAP)	5 days	58
B06	Cost Reduction through Quality Costs – Executive Level	2 days	60
B07	Cost Reduction through Quality Costs – Managerial Level	5 days	61
B08	Design of Experiments (DOE): Optimization & Response Surface Designs (Minitab)	3 days · 7 days	63
B09	Diploma in Total Quality Management & Quality Management Systems (1-year, project-based)	1 year	65
B10	Diploma in Total Quality Management for Healthcare	1 year	66
B11	Effective Product Quality Planning & Reliability	3 days	67
B12	Failure Mode & Effects Analysis (FMEA) – AIAG-VDA Approach	2 days	68
B13	Measurement Systems Analysis (MSA) with Applications	2 days	69
B14	PPAP – Production Part Approval Process	2 days	70
B15	Process Decision Program Chart (PDPC) Workshop	1 day	71
B16	Quality Assurance (QA)	5 days	72
B17	Quality Professionals Foundations Program (Champion / Quality Engineers / Supervisor tracks)	2 days · 60 hours · 30–70 hours	73

B18	Root Cause Analysis	2 days	75 ›
B19	Statistical Quality Control (SQC/SPC) Using Minitab	5 days · 5 days + 1	76 ›
B20	Total Quality Management & World-Class Excellence Organization	1 day · 5 days	78 ›
B21	Certified Quality Control & Improvement Specialist (Arabic)	12 days · 24 weeks	79 ›
B22	Total Quality Management & Organizational Excellence (Arabic)	3 days	80 ›
B23	ASQ CMQ/OE – Certified Manager of Quality / Organizational Excellence (Exam Preparation)	20 days · 9 months	81 ›
B24	ASQ CQE – Certified Quality Engineer (Exam Preparation)	25 days · 9 months	83 ›
B25	CPHQ Exam Preparation – Certified Professional in Healthcare Quality	5 days	85 ›

7 Basic Quality Tools for Analysis & Problem Solving

DURATION
- **3 days** Foundation
- **8 days** With Minitab
- **11 days** With Minitab + Power BI

PROGRAM TYPE
Professional Course

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

Master the seven basic quality tools for analysing problems and customer complaints. The foundation course covers the tools, variation and structured problem solving; the longer formats add control charts, capability and data analysis in Minitab, cost of quality, and Power BI dashboards for quality KPIs.

Who should attend

- Process management teams
- Quality control staff & managers
- Process supervisors
- Production engineers
- Anyone involved in process performance problems

Learning objectives

- Use the 7 basic quality tools to analyse problems and customer complaints
- Understand variation, process control and process capability
- Build control charts and set suitable process KPIs
- Apply structured problem solving (PDCA, A3)
- Analyse data with Minitab (8/11-day) and build quality dashboards in Power BI (11-day)

Detailed content

01 Foundation (all formats)
- Quality concepts, customers & customer satisfaction
- SIPOC & process flowchart
- Check sheets & data collection
- Histogram
- Pareto chart
- Cause-and-effect (fishbone) & 5 Whys
- Scatter diagram
- Stratification
- Control charts – introduction

02 Measure & Control (8/11-day)
- Basic statistics
- Process baseline
- Control charts for variables & attributes
- Process capability (Cp, Cpk)
- Measurement System Analysis (MSA)

03 Analyze (8/11-day)
- Confidence intervals
- Introduction to hypothesis testing
- Correlation & regression
- FMEA

04 Improve & Sustain (8/11-day)
- Creative thinking, NGT & selection matrix
- Control plans
- Visual control
- Error proofing (Poka-Yoke)
- PDCA & A3 problem solving
- Process KPIs

05 Cost of Quality (8/11-day)
- Quality costs & COPQ
- Juran trilogy: quality planning, control, improvement

06 Power BI for Quality Dashboards (11-day only)

- Importing & cleaning quality data (Power Query)
- Data model & basic DAX measures
- Building SPC/Pareto/KPI dashboards
- Publishing & sharing reports

07 Case study

- End-to-end improvement case using Minitab

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Acceptance Sampling Using Minitab

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
3 days	Technical	EN / AR	In-house · Public · Online

Program overview

Decide confidently whether to accept or reject a lot. Participants learn attribute and variables sampling plans, read ISO 2859-1 / ANSI Z1.4 and ISO 3951-1 / Z1.9 tables, interpret OC curves, AQL, LTPD and AOQL, and design and evaluate sampling plans in Minitab.

Who should attend

- Quality control & QA staff
- Quality managers
- Process supervisors
- Incoming inspection & supplier quality engineers

Learning objectives

- Apply acceptance sampling for attributes and variables
- Read and apply ANSI/ASQ Z1.4 / ISO 2859-1 and Z1.9 / ISO 3951-1 tables
- Interpret OC curves, AQL, LTPD, AOQ/AOQL and producer/consumer risk
- Design and evaluate sampling plans in Minitab

Detailed content

01 Sampling Fundamentals

- Terminology
- AQL & LTPD
- Probability of acceptance
- Producer & consumer risks
- Binomial, hypergeometric & Poisson computations

02 Attribute Sampling

- Sampling plan parameters
- Operating Characteristic (OC) curve
- Effect of sample size & rejection criteria
- Inspection levels & switching rules
- Single, double & multiple sampling
- ANSI/ASQ Z1.4 / ISO 2859-1 tables
- ASN, AOQ & AOQL

03 Variables Sampling

- ANSI/ASQ Z1.9 / ISO 3951-1 tables
- Single & double specification limits

04 Continuous Sampling

- Continuous sampling plans (MIL-STD-1235 family)

05 Minitab Workshop

- Creating & comparing plans in Minitab
- Case study on incoming inspection

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Applied Total Quality Management (TQM) Diploma

DURATION
- **30 days** 6 courses × 5 days
- **20 days** Fast-track (Fridays)
- **15 days** Intensive

PROGRAM TYPE
Diploma

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

A comprehensive, applied diploma for quality professionals. Six courses cover Lean Six Sigma improvement, statistical quality control, quality planning, management-system standards and excellence models, managing the quality function and project management, each linked to a workplace project or exam.

Who should attend

- Quality & excellence professionals
- Managers and engineers in manufacturing and services

Learning objectives

- Raise awareness of modern quality management
- Lead improvement with Lean Six Sigma and Kaizen tools
- Apply SPC, process capability and control charts
- Plan quality for products and services
- Understand ISO 9001, ISO 14001 and excellence models
- Manage the quality function and improvement projects

Detailed content

01 Course 1 – Business Process Improvement with Lean Six Sigma (project)

- DMAIC overview
- Define: project charter
- Measure: SIPOC, Pareto, flow diagrams, data collection, 8 wastes, current-state VSM
- Analyze: fishbone, run chart, visual management
- Improve: scatter, histogram, push vs pull, SMED
- Control: control plan, visual control
- Software application

02 Course 2 – Statistical Quality Control (exam)

- Statistics & probability
- Statistical inference
- Control charts for variables & attributes
- Lot-by-lot acceptance sampling
- ANSI/ASQ Z1.4 attribute sampling plans
- Software application

03 Course 3 – Quality Planning for Manufacturing & Services (exam)

- Establish project
- Identify customers
- Define customer needs
- Develop product/service
- Develop process
- Establish process controls

04 Course 4 – Management System Standards & Excellence Models (project)

- ISO 9001 QMS
- ISO 14001 EMS
- Baldrige Excellence Framework & EFQM Model

05 Course 5 – Managing the Quality Function (exam)

- Basic quality concepts
- Company-wide quality assessment
- Process management
- Strategic quality management
- Organisation for quality & quality culture
- Supply chain quality
- Operations – manufacturing & service
- Inspection, test & measurement
- Marketing, field performance & customer service
- Quality information systems

06 Course 6 – Project Management (project)

- Initiation, planning, execution, closure
- PERT/CPM

Certificate & assessment

CERTIFICATE	Excellence Center Diploma
REQUIREMENTS	Completion of all modules and the final assessment or applied project.

APQP – Advanced Product Quality Planning & Control Plan

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
2 days	Technical	EN / AR	In-house · Public · Online

Program overview

Plan quality into new products before launch. Participants work through the five APQP phases and their outputs – from design goals and DFMEA to PFMEA, control plans, MSA, capability and PPAP – aligned with the AIAG APQP 3rd edition and IATF 16949 expectations.

Who should attend

- Quality, design, process and supplier-quality engineers in automotive & manufacturing

Learning objectives

- Plan and run APQP across the five phases
- Produce phase outputs and link to PPAP
- Build control plans aligned to AIAG APQP 3rd ed. (2024) and AIAG-VDA FMEA

Detailed content

01 Phase 1 – Plan & Define

- Design & reliability goals; preliminary BOM & flow; special characteristics; product assurance plan

02 Phase 2 – Product Design & Development

- DFMEA; DFM/A; design verification & reviews; prototype control plan; drawings & specs; equipment & gauging needs

03 Phase 3 – Process Design & Development

- Packaging; floor plan; process flow; characteristics matrix; PFMEA; pre-launch control plan; MSA & capability plans

04 Phase 4 – Product & Process Validation

- Significant production run; MSA; preliminary capability; PPAP; validation testing; production control plan

05 Phase 5 – Feedback, Assessment & Corrective Action

- Reduced variation; customer satisfaction; lessons learned

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Automotive Quality Core Tools (APQP, FMEA, SPC, MSA, PPAP)

DURATION 5 days

PROGRAM TYPE Technical

LANGUAGE EN / AR

DELIVERY In-house · Public · Online

Program overview

The five automotive core tools in one programme: APQP, FMEA (AIAG-VDA), SPC, MSA and PPAP. Participants learn what IATF 16949 customers expect from each tool and practise them on case studies, so the tools work together as one product-quality system.

Who should attend

- Quality, manufacturing & supplier quality engineers
- Production managers
- Tier 1 / Tier 2 automotive suppliers
- Staff working toward IATF 16949 compliance

Learning objectives

- Understand IATF 16949 and the role of the AIAG core tools
- Run Design and Process FMEA using the AIAG-VDA 7-step approach
- Monitor processes with SPC and capability indices
- Evaluate measurement systems (MSA)
- Prepare PPAP submissions
- Integrate the tools into daily quality work

Detailed content

01 Automotive Quality & IATF 16949

- Why quality matters in automotive
- IATF 16949 & customer-specific requirements
- APQP phases & Control Plan

02 FMEA

- AIAG-VDA FMEA (7-step approach)
- Design FMEA & Process FMEA
- Failure modes, causes & effects
- Action Priority (AP) – replaces RPN
- Action planning

03 SPC

- Variation & stability
- Control charts, histograms
- Cp, Cpk, Pp, Ppk
- Interpreting control charts
- Reducing variability

04 MSA

- Measurement variation
- Gage R&R, bias, linearity, stability
- Attribute agreement analysis

05 PPAP

- When PPAP is required
- The 18 PPAP elements
- Submission levels 1–5
- Part Submission Warrant & approval

06 Case Studies & Application

- Hands-on FMEA, control chart and Gage R&R exercises
- Integrating tools in daily work

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Cost Reduction through Quality Costs – Executive Level

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
2 days	Executive Program	EN / AR	In-house · Public · Online

Program overview

Show executives what poor quality really costs. The programme explains cost of quality and COPQ, links quality to business results and culture, presents best practices in quality and supplier performance, and includes a site tour to identify hidden costs and leadership actions.

Who should attend

- Executives & senior management

Learning objectives

- Understand cost of quality and cost of poor quality (COPQ)
- Link quality to business results and culture
- See how waste, variation and change affect processes
- Understand best practices of quality performance and supplier performance
- Lead management commitment to quality activities

Detailed content

01 Quality Understanding

- Video case study
- Quality definitions
- Customers & satisfaction
- Quality costs & COPQ
- Quality processes
- Value & the 8 wastes
- Projects & teams
- Case study

02 Best Practices of Quality

- Quality policy & process
- KPIs & objectives
- Right first time / self-inspection
- Control plan
- Non-conformity handling & cost of non-quality
- Audits
- Risk management
- Change management
- Requirements management
- Supplier quality
- Management review
- Quality culture

03 Site Tour

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Cost Reduction through Quality Costs – Managerial Level

DURATION 5 days

PROGRAM TYPE Professional Course

LANGUAGE EN / AR

DELIVERY In-house · Public · Online

Program overview

A managerial programme that turns quality costs into savings. Participants learn to measure cost of quality and COPQ, apply problem-solving tools, establish self-inspection and control, measure subcontractor performance and build a cooperative quality culture, with a site tour to apply the concepts.

Who should attend

- Project executives & engineers
- Site, QC, quantity surveyors, cost controllers, planners & risk engineers

Learning objectives

- Understand cost of quality and COPQ
- Apply problem-solving tools
- Set up self-inspection and control
- Apply best practices of quality performance
- Measure subcontractor performance
- Build workplace cooperation and a quality culture

Detailed content

01 Quality Understanding

- Video case study
- Quality definitions
- Customers & satisfaction
- Quality costs & COPQ
- Quality processes
- Value & the 8 wastes
- FMEA
- Projects & teams
- Case study

02 Problem-Solving Tools

- Pareto
- Fishbone
- Scatter diagram
- 8D
- PDCA
- 5S
- Dashboards & visual performance
- KPIs
- SIPOC
- Process flowchart
- Data collection
- Control plans
- PDPC

03 Best Practices of Quality

- Quality policy & process
- KPIs & objectives
- Right first time
- Control plan
- Non-conformity & cost of non-quality
- Audits
- Risk management
- Requirements management
- Continuous improvement
- Management review
- Quality culture
- Customer-specific requirements

04 Site Tour & Workplace Cooperation

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Design of Experiments (DOE): Optimization & Response Surface Designs (Minitab)

DURATION
- **3 days** DOE workshop
- **7 days** Statistics with Minitab + DOE

PROGRAM TYPE
Technical

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

Design experiments that find the vital few factors and their optimum settings. Using Minitab, participants plan and analyse full and fractional factorial designs, detect interactions and optimise processes with response surface methods. The 7-day format adds a full statistics-with-Minitab foundation.

Who should attend

- Process, quality & R&D engineers
- Six Sigma Green/Black Belts
- Formulation & product development specialists

Learning objectives

- Use Minitab to import, explore and graph data
- Apply hypothesis tests, confidence intervals and regression (7-day)
- Screen factors with full and fractional factorial designs
- Find interactions and use small-run designs
- Optimise with response surface methods (CCD, Box-Behnken, steepest ascent)
- Optimise multiple responses and analyse variability

Detailed content

01 Statistics with Minitab (7-day format only)
- Importing & exploring data
- Graphical analysis
- Confidence intervals & hypothesis testing
- ANOVA
- Correlation & regression

02 Factorial Designs
- Design of factorial experiments
- Power & sample size
- Normal effects plot & Pareto of effects
- Main-effect, interaction & cube plots
- Centre points
- Fractional factorials & small-run designs

03 Response Surface Methods
- Steepest ascent
- Central composite & Box-Behnken designs
- Overlaid contour plots
- Multiple response optimisation

04 Advanced Topics
- ANCOVA
- Unbalanced designs
- Split-plot designs
- Analysing variability
- Binary logistic regression

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Diploma in Total Quality Management & Quality Management Systems (1-year, project-based)

DURATION
1 year 6 courses + weekly project

PROGRAM TYPE
Diploma

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

A one-year, project-based diploma for those who will lead quality in their organisations. Six courses – Six Sigma, statistical quality control, quality planning, standards and excellence awards, managing the quality function and project management – run alongside a weekly workplace project and prepare participants for ASQ CMQ/OE.

Who should attend

- Engineers, pharmacists and administrators who will lead quality activities

Learning objectives

- Become effective quality managers
- Lead quality planning and improvement projects
- Prepare for ASQ CMQ/OE

Prerequisites: Bachelor's degree; good English

Detailed content

01 Course 1 – Six Sigma Breakthrough Improvement

- Define, Measure, Analyze, Improve, Control

02 Course 2 – Statistical Quality Control

- Statistics & probability; inference; variables & attributes charts; lot-by-lot acceptance sampling (ISO 2859/ANSI Z1.4)

03 Course 3 – Planning for Top Quality

- Establish project; identify customers & needs; develop product & process; process controls

04 Course 4 – QMS/EMS Standards & Excellence Awards

- ISO 9001:2026; ISO 14001:2026; Baldrige / EFQM / Egypt excellence award criteria

05 Course 5 – Managing the Quality Function

- Company-wide assessment; process management; strategic quality management; organization & culture
- Supply chain; manufacturing & service operations; inspection & measurement; field performance; QIS

06 Course 6 – Project Management

- Initiation, planning, execution, closure; PERT/CPM

Certificate & assessment

CERTIFICATE	Excellence Center Diploma in TQM & Quality Management Systems
REQUIREMENTS	Completion of all modules, the module assessments and the final applied project.

Diploma in Total Quality Management for Healthcare

DURATION
1 year 6 courses + weekly project

PROGRAM TYPE
Diploma

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

A one-year diploma tailored to healthcare. It combines Six Sigma, healthcare data and SPC, service quality planning, ISO, JCI and GAHAR standards, organisational performance improvement and people management, with a weekly implementation project, and covers a large part of the CPHQ body of knowledge.

Who should attend

- Doctors, nurses, pharmacists, clinical specialists, hospital managers and administrators

Learning objectives

- Implement evidence-based quality and patient safety
- Apply ISO 9001, ISO 14001, JCI and GAHAR standards
- Prepare ~70% of the CPHQ body of knowledge

Detailed content

01 Course 1 – Six Sigma Breakthrough Improvement

- DMAIC

02 Course 2 – Managing Information in Healthcare

- CQI journey; variation; run charts; SPC & control charts; aggregated data; data collection; HIS; PERT

03 Course 3 – Planning for Top Quality in Healthcare

- Customers & needs; service & process design; process controls

04 Course 4 – Standards in Healthcare

- ISO 9001:2026; ISO 14001:2026; JCI (8th ed.); Egyptian GAHAR accreditation standards

05 Course 5 – Improving Organizational Performance

- Structure-process-outcome; healthcare as complex systems; strategic planning; leadership; aligning culture & systems; performance assessment; PI strategies

06 Course 6 – People Management

- Doctor communication; team skills; leadership, motivation, empowerment; change & conflict; staff selection, training & performance

Certificate & assessment

CERTIFICATE	Excellence Center Diploma
REQUIREMENTS	Completion of all modules and the final assessment or applied project.

Effective Product Quality Planning & Reliability

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
3 days	Technical	EN / AR	In-house · Public · Online

Program overview

Design quality and reliability into products from the start. Participants translate customer needs into specifications with QFD, run the quality planning process, apply Quality-by-Design factors, and plan, test and model product reliability through to a warranty plan.

Who should attend

- Quality professionals
- R&D and design engineers
- Product & process development teams

Learning objectives

- Translate customer needs into product specifications with QFD
- Run the quality planning process from project to process controls
- Apply Quality-by-Design factors in manufacturing
- Plan, test and model product reliability
- Develop a warranty plan

Detailed content

01 Quality Planning

- Product & process development
- Establish project; identify customers; define needs
- Competitor & customer analysis; focus groups & surveys
- Quality Function Deployment (QFD)
- Develop product specification
- Develop process & transfer to operations
- Establish process controls
- Quality-by-Design factors in manufacturing

02 Reliability Fundamentals

- What is reliability; terminology
- Operating time & reliability models
- Probability distributions (exponential, Weibull)

03 Reliability Planning & Testing

- Test strategies; environment & conditions of use
- Accelerated life tests (single-stress, step-stress, HALT)
- Stress screening (HASS, burn-in)
- Software reliability testing (where applicable)
- Qualification / demonstration testing

04 Reliability Modelling

- Reliability block diagrams
- Prediction methods & stress–strength analysis

05 Warranty Planning

- Warranty data & cost analysis
- Developing a warranty plan

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Failure Mode & Effects Analysis (FMEA) – AIAG-VDA Approach

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
2 days	Technical	EN / AR	In-house · Public · Online

Program overview

Prevent failures before they happen. Using the AIAG-VDA 7-step approach and Action Priority tables, participants build Design and Process FMEAs from scratch, link them to control plans, and learn alternative risk-assessment methods through a hands-on workshop.

Who should attend

- Front-line managers, design/process engineers, quality engineers

Learning objectives

- Apply a complete FMEA methodology from scratch
- Use the AIAG-VDA 7-step approach and Action Priority (AP) tables
- Integrate FMEA into ongoing improvement and control plans

Detailed content

01 Introduction

- Purpose of FMEA; cost of poor quality
- Evolution from AIAG 4th edition to AIAG-VDA FMEA Handbook (2019)

02 7-Step Approach

- Planning & preparation, structure, function and failure analysis
- Risk analysis: severity, occurrence, detection; Action Priority
- Optimisation and results documentation

03 Design FMEA & Process FMEA

- DFMEA development
- PFMEA development and link to control plan
- FMEA-MSR overview

04 Alternatives & Workshop

- Alternative risk assessment methods
- Hands-on FMEA workshop; Q&A

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Measurement Systems Analysis (MSA) with Applications

DURATION 2 days

PROGRAM TYPE Technical

LANGUAGE EN / AR

DELIVERY In-house · Public · Online

Program overview

Make sure your measurements can be trusted before you act on the data. Participants plan MSA studies, run and interpret variable Gage R&R and attribute agreement analysis, and use ANOVA, control charts and capability in Minitab and Excel on their own data.

Who should attend

- Quality, metrology, process and lab engineers; Six Sigma Belts

Learning objectives

- Plan and run MSA studies on own data
- Perform and interpret variable and attribute Gage R&R
- Use ANOVA, control charts and capability in Minitab/Excel

Detailed content

01 Module 1 – MSA Principles

- Data needed; elements of an MSA plan; selecting the study type; bias, linearity, stability, repeatability, reproducibility (AIAG MSA 4th ed.)

02 Module 2 – Minitab & Excel for MSA

- Basic tests; regression & ANOVA; control charts; capability; work-based applications

03 Module 3 – Variable Gage R&R

- Study formats (crossed, nested); calculations; %StudyVar, %Tolerance, ndc; decisions

04 Module 4 – ANOVA

- When to apply ANOVA; interpreting results

05 Module 5 – Attribute Agreement Analysis

- Test methods; Kappa; effectiveness, miss & false-alarm rates; documentation; launching new test methods

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

PPAP – Production Part Approval Process

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
2 days	Technical	EN / AR	In-house · Public · Online

Program overview

Prepare complete and correct PPAP submissions. Participants learn when PPAP is required, the submission levels, all 18 elements from design records to the Part Submission Warrant, and how to manage customer-specific requirements and changes after approval.

Who should attend

- Supplier-quality, quality and manufacturing engineers in automotive and engineered-product supply chains

Learning objectives

- Prepare a complete PPAP submission per AIAG PPAP 4th ed. and customer-specific requirements
- Ensure design records and specifications are understood
- Demonstrate process capability at quoted production rate

Detailed content

01 Introduction

- Product realization & core tools (APQP, FMEA, MSA, SPC, PPAP); IATF 16949 context

02 PPAP Requirements

- When submission is required; submission levels 1–5
- 18 elements: design records, ECNs, engineering approval, DFMEA, process flow, PFMEA, control plan, MSA, dimensional results, material/performance tests, initial process studies, lab documentation, AAR, sample product, master sample, checking aids, CSRs, PSW

03 Approval & Records

- Part Submission Warrant; customer notification & change management; record retention; bulk materials

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Process Decision Program Chart (PDPC) Workshop

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
1 day	Workshop	EN / AR	In-house · Public · Online

Program overview

A focused workshop on the Process Decision Program Chart – one of the seven management and planning tools. Participants learn to break a plan into tasks, anticipate what could go wrong and build practical countermeasures before implementation begins.

Who should attend

- Project managers, planners, quality and improvement teams

Learning objectives

- Identify what could go wrong in a plan and develop countermeasures

Detailed content

- When to use PDPC (large, complex, time-critical, high-cost-of-failure plans)
- Building the tree diagram of objectives, activities and tasks
- Brainstorming what could go wrong; filtering improbable/insignificant problems
- Countermeasures; practicality rating (O/X)
- Link to the 7 management & planning tools and FMEA

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Quality Assurance (QA)

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
5 days	Professional Course	EN / AR	In-house · Public · Online

Program overview

Understand and implement quality assurance as a business discipline. The course covers QA principles and an ISO 9001-based QMS, compliance requirements, QA tools such as PDCA, RCA and FMEA, internal audits and QA KPIs, and how to build a culture of quality.

Who should attend

- Quality managers, engineers & professionals
- Operations & production managers
- Business owners
- Anyone in process improvement or compliance

Learning objectives

- Understand QA and its role in business success
- Implement QA processes and a QMS (ISO 9001)
- Use PDCA, Lean Six Sigma, RCA and FMEA
- Maintain standards and regulatory compliance
- Run internal quality audits and QA KPIs
- Build a quality culture

Detailed content

01 Introduction to QA
- QA vs QC
- TQM principles
- QA, customer satisfaction & growth

02 Quality Standards & Compliance
- ISO 9001 & sector standards
- Developing a QMS
- Regulatory compliance

03 QA Tools & Techniques
- PDCA
- Lean & Six Sigma
- Root cause analysis
- FMEA

04 Audits & Performance Measurement
- Internal vs external audits
- QA KPIs
- Data-driven decisions

05 Building a Culture of Quality
- Leadership's role
- Engaging employees & stakeholders
- Long-term CI strategies

06 Case Studies & Practice
- Process audit exercise
- Success stories
- Industry challenges

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Quality Professionals Foundations Program (Champion / Quality Engineers / Supervisor tracks)

DURATION
- **2 days** Champions (12 h)
- **60 hours** Quality managers & engineers
- **30–70 hours** Supervisors (Arabic)

PROGRAM TYPE
Certificate Program

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

A modular foundation programme for quality professionals at three levels. Champions get a leadership view of quality, Lean, Kaizen and SPC; engineers and managers build the full toolkit including Minitab; and an Arabic supervisor track covers quality concepts, control charts, Lean and Kaizen.

Who should attend

- Track 1: top management, department managers, sector directors
- Track 2: quality/production engineers & managers, supply chain planners, process engineers
- Track 3: production and quality supervisors (Arabic delivery)

Learning objectives

- Understand and implement process improvement and process control
- Achieve faster changeover and shorter lead time
- Eliminate waste and cut operating cost
- Use quality improvement and control tools (Minitab)

Detailed content

01 Track 1 – Champion Training

- World-class excellence organization & TQM
- Leadership context, motivation, leading people, direction & strategy
- Leadership roles supporting quality & continuous improvement
- Team formation, change management, reward & recognition
- Lean manufacturing & Kaizen basics; introduction to SPC; idea management

02 Track 2 – Total Quality Management

- Internal & external customers; the triple role
- Quality costs
- Juran trilogy: planning, improvement, control

03 Track 2 – Lean Manufacturing

- Value, push vs pull, Lean principles
- Value stream mapping, PCE, takt time, OEE
- Standard time, 5S & visual management, cell design
- TPM, quick changeover, poka-yoke, levelling, kanban

04 Track 2 – Kaizen

- Operational excellence & innovation
- Problem identification, Gemba/Gembutsu, 5 Whys
- Kaizen projects & follow-up; idea management; spaghetti diagram

05 Track 2 – Quality Improvement Tools

- Brainstorming, cause & effect, Pareto, histogram, scatter
- Flow diagram / process map; case study

06 Track 2 – Quality Control with Minitab

- Variation & basic statistics; normal distribution
- Variable & attribute control charts; out-of-control rules
- Process capability: Cp, Cpk, PPM; measurement systems

07 Track 3 – Supervisor (Arabic): مفاهيم الجودة وأدواتها

- مفاهيم الجودة وفلسفة الجودة الشاملة؛ دورة PDCA
- عملية تحسين الجودة: تعريف المشكلة، قياس الأداء، الأسباب الجذرية، الحلول، المتابعة
- خرائط المراقبة للبيانات المتغيرة والوصفية
- التصنيع الرشيق: القيمة، نظام تويوتا، 5S، الإدارة المرئية، SMED
- منهجية الكايزن: الفرق والمشروعات والأدوات

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Completion
REQUIREMENTS	Completion of all program modules and their assessments.

Root Cause Analysis

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
2 days	Workshop	EN / AR	In-house · Public · Online

Program overview

Stop recurring problems by finding their true causes. Participants use a six-step team approach and tools such as flowcharts, brainstorming, cause-and-effect diagrams, check sheets, nominal group technique and Pareto, and link root-cause work to ISO 9001 corrective action.

Who should attend

- Quality & operations managers
- Industrial, plant & maintenance engineers
- Plant managers
- Internal and company auditors

Learning objectives

- Use a team approach to identify the right problem and solution
- Distinguish root cause from symptom
- Apply the six problem-solving steps
- Meet ISO 9001 corrective-action and risk-based-thinking requirements
- Prevent recurrence with control plans

Detailed content

01 Problem Definition

- Six problem-solving steps
- Flowcharting
- Data collection & check sheets

02 Finding Causes

- Brainstorming & nominal group technique
- Cause-and-effect (4M/6M) diagrams
- 5 Whys
- Pareto analysis

03 Solutions & Prevention

- PDPC
- FMEA
- Control plan
- Corrective action per ISO 9001 clause 10.2

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Statistical Quality Control (SQC/SPC) Using Minitab

DURATION
5 days
5 days + 1 Manufacturing version with follow-up day

PROGRAM TYPE
Technical

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

Control processes with statistics using Minitab. Participants learn variation and control strategies, build and interpret variable and attribute control charts, react correctly to out-of-control signals, assess capability (Cp, Cpk, PPM) and measurement systems, and apply regression and hypothesis tests.

Who should attend

- Production, quality & process teams
- Managers, engineers & supervisors

Learning objectives

- Understand variation and control strategies
- Summarise and graph data in Minitab
- Build and interpret variable and attribute control charts
- Recognise out-of-control conditions and react correctly
- Assess process capability (Cp, Cpk, PPM)
- Evaluate measurement systems; apply sampling, regression and hypothesis tests

Detailed content

01 Data & Graphs
- Data types & manipulation in Minitab
- Histogram, boxplot, dot plot
- Fishbone, Pareto, scatter diagram

02 Variation
- What is variation
- Control strategies
- In-spec vs on-target

03 Control Charts
- Control vs specification limits
- $\bar{X}$-R, $\bar{X}$-S, I-MR
- p, np, c, u charts
- Interpreting charts; Western Electric/Nelson rules; when to react

04 Process Capability
- Why study capability
- Capability Sixpack
- Cp, Cpk, Pp, Ppk & PPM

05 Measurement & Analysis
- MSA: accuracy, repeatability, reproducibility
- Sampling
- Regression
- Hypothesis testing
- Wrap-up

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Total Quality Management & World-Class Excellence Organization

DURATION
- 1 day Awareness
- 5 days Full course

PROGRAM TYPE
Professional Course

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

An integrated view of Total Quality Management and organisational excellence. Participants explore quality theories, excellence models such as EFQM, the relationship between Lean, Six Sigma, BPR and TOC, and practical tools – PDCA, the 7 basic tools, Kaizen, FMEA, KPIs and control plans.

Who should attend

- Anyone who wants the fundamentals of TQM and organisational excellence

Learning objectives

- Understand TQM, quality theories and quality roles
- Understand excellence models and awards (EFQM, Baldrige, local awards)
- Compare Lean, Six Sigma, BPR and TOC
- Apply the 7 basic tools, PDCA, Kaizen, FMEA
- Set KPIs and control plans; understand variation
- Define process risks and mitigation

Detailed content

01 Quality & Excellence Overview
- World-class excellence organisation
- Excellence models & criteria
- Operational excellence: Six Sigma, Lean/Kaizen, BPR, Theory of Constraints

02 Quality Fundamentals
- Quality definitions
- Customers & satisfaction
- Quality costs & COPQ
- Juran trilogy: improvement, planning, control
- Quality foundations & theories

03 Change & Tools
- Change management
- Kaizen & 7 basic tools
- Value & 8 wastes
- PDCA
- Projects & teams

04 Process Control
- SIPOC & process flowchart
- FMEA
- KPIs
- Control plans
- Case study

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Certified Quality Control & Improvement Specialist (Arabic)

الشهادة التخصصية: أخصائي تحسين ومراقبة جودة معتمد

DURATION
12 days Intensive
24 weeks One evening per week

PROGRAM TYPE
Certificate Program

LANGUAGE
AR

DELIVERY
In-house · Public · Online

Program overview

برنامج تخصصي باللغة العربية لإعداد أخصائي مراقبة وتحسين الجودة: مفاهيم الجودة وأدواتها، إنشاء نظم الجودة وفق ISO 9001:2026، التوعية بنظم البيئة والسلامة، مراجعات الجودة، الطرق الإحصائية وخرائط التحكم، تخطيط الفحص وسحب العينات، وعملية تحسين الجودة.

Who should attend

- العاملون في مراقبة الجودة والفحص والاختبار
- الراغبون في العمل في مجال الجودة

Learning objectives

- تنمية مهارات مراقبة الجودة والفحص والاختبار
- المشاركة في فرق تحسين أداء العمليات
- تطبيق الطرق الإحصائية وخطط الفحص

Detailed content

01 .1 مفاهيم الجودة وأدواتها
- مفاهيم وفلسفة الجودة الشاملة؛ دورة PDCA
- أدوات مراقبة الجودة؛ توكيد الجودة

02 .2 إنشاء نظم الجودة (ISO 9001:2026)
- متطلبات المواصفة؛ تحليل الأنشطة؛ خرائط التدفق
- توثيق الإجراءات وتعليمات التشغيل؛ السجلات؛ التحكم في الوثائق

03 .3 نظم الإدارة البيئية والصحة والسلامة
- التوعية بالمواصفة ISO 14001:2026
- التوعية بالمواصفة ISO 45001:2018

04 .4 مراجعات الجودة (ISO 19011)
- أنواع المراجعات؛ الإعداد؛ التقنيات؛ التطبيق؛ المتابعة

05 .5 الطرق الإحصائية لمراقبة الجودة
- الإحصاء الأساسي؛ نظرية الاحتمالات؛ التوزيع التكراري؛ الاستدلال الإحصائي؛ خرائط التحكم

06 .6 التفتيش والفحص
- حدود وتعريفات القياس؛ تصنيف الخصائص والعيوب
- تخطيط ونقاط وتقنيات الفحص؛ اختيار العينات وسحبها

07 .7 عملية تحسين الجودة
- تعريف المشكلة؛ قياس الأداء؛ الأسباب الجذرية؛ الحلول؛ المتابعة والتحسين المستمر

الشهادة والتقييم

الشهادة	شهادة إتمام البرنامج من مركز التميز
شروط الحصول على الشهادة	الحضور الكامل واجتياز تقييم نهاية البرنامج.

Total Quality Management & Organizational Excellence (Arabic)

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
3 days	Professional Course	AR	In-house · Public · Online

Program overview

برنامج باللغة العربية للإدارة العليا والوسطى والعاملين بالجودة يعرض مفاهيم الجودة الشاملة وعملياتها الثلاث (التخطيط – المراقبة – التحسين)، البنية التحتية للجودة، تكلفة الجودة، نماذج التميز المؤسسي، وأدوار ومسؤوليات إدارة الجودة مع ورشة عمل وحالة تطبيقية.

Who should attend

- الإدارة العليا والوسطى
- العاملون والمهتمون بإدارة الجودة

Learning objectives

- التعرف على عمليات ومنهجيات الجودة: التخطيط – المراقبة – التحسين
- تصنيف العملاء وقياس رضاهم
- فهم أدوار ومسؤوليات إدارة الجودة وصعوبات التطبيق

Detailed content

01 مفاهيم الجودة

- مفهوم الجودة وأهميتها؛ نظريات الجودة
- تعريف العملاء وأنواعهم؛ نموذج كانو؛ التركيز على العميل

02 عمليات الجودة الثلاث

- التخطيط للجودة؛ مراقبة الجودة؛ تحسين الجودة
- تكلفة الجودة؛ اختيار العملية الصحيحة

03 البنية التحتية للجودة

- نظم الجودة ISO 9001:2026
- العملاء والموردون
- الهيكل التنظيمي للجودة؛ فرق ومشروعات الجودة

04 الجودة الاستراتيجية والتميز

- الأسس والتخطيط الاستراتيجي للجودة
- نماذج التميز المؤسسي (EFQM 2025، جائزة مصر للتميز الحكومي)
- مقاومة التغيير؛ ورشة عمل وحالة تطبيقية

الشهادة والتقييم

الشهادة	شهادة حضور من مركز التميز
شروط الحصول على الشهادة	حضور البرنامج بالكامل.

ASQ CMQ/OE – Certified Manager of Quality / Organizational Excellence (Exam Preparation)

DURATION
20 days Corporate
9 months Part-time, Saturday evenings

PROGRAM TYPE
Certification Prep

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

A complete preparation programme for the ASQ CMQ/OE exam and for the quality-leader role it represents. It covers every part of the Body of Knowledge – leadership, strategic planning, management elements, quality tools, customer focus, supply chain and training – with practice questions and exam strategy.

Who should attend

- Quality managers & directors
- Excellence and continuous-improvement leaders
- Candidates for ASQ CMQ/OE (10 years' experience, 5 in decision-making roles; degree waivers apply)

Learning objectives

- Lead organisations, teams and change
- Develop and deploy strategic plans
- Apply management elements: HR, finance, risk, knowledge & project management
- Run quality systems and apply excellence models
- Use quality tools, process management, Lean, TOC and metrics
- Build customer-focused organisations and manage suppliers
- Plan and evaluate training
- Prepare for the CMQ/OE exam

Detailed content

01 I – Leadership

- Organisational structures
- Roles of leaders & managers
- Change management & culture
- Leadership techniques & negotiation
- Teams: types, stages, performance
- ASQ Code of Ethics

02 II – Strategic Plan Development & Deployment

- Strategic planning models; mission, vision, values
- SWOT, risk, market forces (Porter), stakeholders, technology (Quality 4.0), legal factors, internal capability
- Tactical plans, resource allocation, performance measurement, quality in deployment

03 III – Management Elements & Methods

- Management principles, theories & styles
- Interdependence of functions; HR, financial, risk & knowledge management
- Communication skills incl. global & virtual
- Project management & tools (WBS, CPM, PERT, Gantt)
- Quality system: mission, policy, planning, effectiveness
- Quality standards (ISO 9000 family), excellence models (EFQM, Baldrige), TQM, benchmarking
- Quality gurus: Shewhart, Deming, Juran, Crosby, Feigenbaum, Ishikawa

04 IV – Quality Management Tools

- 7 classic tools; 7 management & planning tools
- Process improvement: RCA, Kepner-Tregoe, PDCA, DMAIC, FMEA
- Innovation & creativity tools; DFSS
- Cost of quality
- Process management, Lean tools, TOC
- Measurement: statistics, sampling, MSA, trends, variation, capability, reliability terms

05 V – Customer-Focused Organizations

- Internal & external customers, segmentation
- Qualitative assessment
- QFD & VOC
- Satisfaction & loyalty, customer value analysis
- Service principles & multiple customers

06 VI – Supply Chain Management

- Supplier selection, risk, communication
- Supplier performance & improvement
- Certification & partnerships
- Supplier logistics & material acceptance

07 VII – Training & Development

- Training plans & needs analysis
- Materials, development & delivery
- Training effectiveness (e.g. Kirkpatrick)

08 Exam Preparation

- Practice questions & mock exam

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Completion (exam preparation).
CREDENTIAL EXAM	The ASQ CMQ/OE credential is awarded by ASQ (American Society for Quality). Candidates confirm eligibility and register for the exam directly with ASQ.

ASQ CQE – Certified Quality Engineer (Exam Preparation)

DURATION
25 days Corporate
9 months Part-time, Saturday evenings

PROGRAM TYPE
Certification Prep

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

Structured preparation for the ASQ Certified Quality Engineer exam, aligned with the current Body of Knowledge. Participants cover management and leadership, quality systems, product and process design and control, continuous improvement, quantitative methods and risk management, with extensive practice questions.

Who should attend

- Quality engineers
- Production & process engineers
- Production managers & supervisors
- Process improvement specialists
- Quality managers

Learning objectives

- Master the full ASQ CQE Body of Knowledge
- Apply statistical, metrology and reliability methods to diagnose and correct quality problems
- Design, document and audit quality systems
- Prepare for and pass the ASQ CQE exam

Detailed content

01 Part I – Management & Leadership

- Quality philosophies & foundations
- Quality management system: strategic planning, deployment, quality information system
- ASQ Code of Ethics
- Leadership principles & teams
- Facilitation techniques
- Communication skills
- Customer relations & QFD
- Supplier management
- Barriers to quality improvement

02 Part II – The Quality System

- Elements & documentation of the quality system
- Quality standards (ISO 9000 family, Baldrige Excellence Framework)
- Quality audits: types, roles, planning, reporting, follow-up
- Cost of quality
- Quality training

03 Part III – Product, Process & Service Design

- Classification of quality characteristics
- Design inputs & review
- Technical drawings, specifications & GD&T
- Design verification
- Reliability & maintainability (indices, bathtub curve, FMEA/FTA)

04 Part IV – Product & Process Control

- Control plans & work instructions
- Material identification, status & traceability
- Material Review Board (MRB)
- Acceptance sampling (attributes, variables, sequential)
- Measurement & test; metrology & calibration
- Measurement System Analysis & Gage R&R

05 Part V – Continuous Improvement

- 7 quality control tools
- Quality management & planning tools
- TQM, Kaizen, PDCA, Six Sigma DMAIC, TOC, Lean
- Corrective action (7 phases)
- Preventive action & robust design

06 Part VI – Quantitative Methods & Tools

- Collecting & summarising data
- Probability & distributions
- Statistical decision making (CIs, hypothesis tests, ANOVA, contingency tables)
- Regression, correlation & time series
- SPC incl. pre-control & short-run SPC
- Process & performance capability
- Design & analysis of experiments

07 Part VII – Risk Management

- Risk oversight & planning
- Risk assessment tools (FMEA, FTA, hazard analysis)
- Risk mitigation & monitoring

08 Exam Preparation

- Mock exams & exam strategy

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Completion (exam preparation).
CREDENTIAL EXAM	The ASQ CQE credential is awarded by ASQ (American Society for Quality). Candidates confirm eligibility and register for the exam directly with ASQ.

CPHQ Exam Preparation – Certified Professional in Healthcare Quality

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
5 days	Certification Prep	EN / AR	In-house · Public · Online

Program overview

Preparation for the NAHQ Certified Professional in Healthcare Quality exam. The course follows the four exam domains – organisational leadership, health data analytics, performance and process improvement, and patient safety – combining concept review, healthcare examples and practice questions.

Who should attend

- Healthcare quality, patient-safety and accreditation professionals

Learning objectives

- Prepare for the NAHQ CPHQ exam
- Apply healthcare quality, data analytics and patient-safety tools

Detailed content

01 Organizational Leadership

- Quality structure and leadership; regulatory & accreditation
- Quality and safety culture

02 Health Data Analytics

- Design & data collection; measurement
- Statistical analysis and reporting

03 Performance & Process Improvement

- Planning, implementation & evaluation
- Improvement methods; education and training; communication

04 Patient Safety

- Assessment & planning; risk management
- Event investigation and learning

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Completion (exam preparation).
CREDENTIAL EXAM	The CPHQ credential is awarded by NAHQ (National Association for Healthcare Quality). Candidates confirm eligibility and register for the exam directly with NAHQ.

ISO Management Systems & Auditing

Understand, implement and audit ISO management systems – quality, environment, safety, labs and integrated systems.

ISO Standards & Auditing

11 PROGRAMS IN THIS GROUP – click a program to open it

C01	Integrated Internal Auditor for ISO Standards (ISO 9001, 22301, 41001, 50001 & ISO 26000 guidance)	4 days	87
C02	Integrated Management Systems Internal Auditor (ISO 9001, ISO 14001 & ISO 45001)	5 days	88
C03	ISO 14001:2026 – Implementing the Changes (Transition)	1–2 days	90
C04	ISO 45001:2018 OH&S Management System – Internal Auditor	2 days	91
C05	ISO 45001:2018 OH&S Management System – Lead Auditor	5 days	92
C06	ISO 9001:2026 Internal Quality Auditing	3 days	93
C07	ISO 9001:2026 QMS Lead Auditor	5 days	94
C08	ISO Management Systems – Foundation, Internal Auditor & Lead Auditor Courses	1 day · 2 days · 3 days · 5 days	96
C09	ISO/IEC 17025:2017 – Laboratory Competence (Requirements, Method Validation, Uncertainty & Internal Audit)	5 days	98
C10	Risk-Based Thinking & Risk Management for ISO 9001:2026	2 days	99
C11	Sedex & SMETA Social Compliance Auditing	2 days	100

Integrated Internal Auditor for ISO Standards (ISO 9001, 22301, 41001, 50001 & ISO 26000 guidance)

DURATION 4 days

PROGRAM TYPE Auditor Course

LANGUAGE EN / AR

DELIVERY In-house · Public · Online

Program overview

Audit several management systems in one integrated audit. Participants learn the key requirements and overlaps of ISO 9001, ISO 22301, ISO 41001 and ISO 50001, with ISO 26000 as guidance, and practise planning, conducting and reporting integrated internal audits per ISO 19011.

Who should attend

- Internal auditors and lead auditors
- QHSE, energy, facility and CSR officers
- Risk & business continuity managers; ISO management representatives
- Compliance and operations managers

Learning objectives

- Understand key requirements of each standard and their overlaps
- Plan and conduct an integrated internal audit (ISO 19011)
- Write clear nonconformity statements and audit reports

Detailed content

01 Integrated Management Systems

- Why integrate; benefits and challenges
- ISO Harmonized Structure (formerly Annex SL/HLS)
- ISO 9001:2026 – quality; ISO 22301:2019 – business continuity

02 Energy, Facilities & CSR Standards

- ISO 50001:2018 – energy management
- ISO 41001:2018 – facility management
- ISO 26000:2010 – social responsibility guidance (not certifiable)
- Mapping overlaps and synergies

03 Internal Auditing Principles

- Role of the internal auditor; audit types & programmes
- Planning, checklists and sampling; objective evidence

04 Performing the Audit

- Opening meeting; interviewing; findings
- Closing meeting; nonconformities & observations
- Corrective action follow-up; audit reports

Certificate & assessment

CERTIFICATE	Excellence Center Auditor Training Certificate
REQUIREMENTS	Full attendance, participation in the audit exercises and a pass in the course examination.

Integrated Management Systems Internal Auditor (ISO 9001, ISO 14001 & ISO 45001)

DURATION 5 days

PROGRAM TYPE Auditor Course

LANGUAGE EN / AR

DELIVERY In-house · Public · Online

Program overview

Become an internal auditor for an integrated Quality, Environment and Health & Safety system. Participants interpret ISO 9001, ISO 14001 and ISO 45001 requirements, build process-based checklists, practise sampling and interviewing, write nonconformities and complete a full mock audit.

Who should attend

- Quality, safety & environmental representatives
- Internal auditors
- Consultants

Learning objectives

- Understand QHSE management systems and their evolution
- Interpret clauses of ISO 9001, ISO 14001 and ISO 45001
- Develop management-system documentation
- Plan and conduct process-based integrated audits with sampling
- Build audit checklists, run entry/exit meetings and report
- Apply root cause analysis and PDCA for continual improvement

Detailed content

01 Management Systems

- Quality, safety & environmental MS concepts
- Types of MS standards & documentation
- Harmonized Structure
- Purpose of audits

02 Requirements

- ISO 9001, ISO 14001 & ISO 45001 clauses 4–10
- Other relevant standards

03 Audit Process

- Types of audits & audit steps
- Auditor responsibilities & team selection
- Process-based auditing & sampling
- Communication techniques

04 Audit Practice

- Audit checklists workshop
- Audit planning; entry & exit meetings
- Conducting the audit & reporting
- Continual improvement: RCA & PDCA

05 Mock Audit

- Role-play integrated audit
- Review & assessment

Certificate & assessment

CERTIFICATE	Excellence Center Auditor Training Certificate
REQUIREMENTS	Full attendance, participation in the audit exercises and a pass in the course examination.

ISO 14001:2026 – Implementing the Changes (Transition)

DURATION 1–2 days

PROGRAM TYPE Workshop

LANGUAGE EN / AR

DELIVERY In-house · Public · Online

Program overview

Move your environmental management system to ISO 14001:2026. The course explains what changed from the 2015 edition, how to update context, risks and opportunities, documentation and audits, and helps participants draft a transition plan with their certification body.

Who should attend

- Environmental managers and representatives; internal auditors; consultants; organizations certified to ISO 14001:2026

Learning objectives

- Identify what changed in ISO 14001:2026 vs 2015
- Update the EMS, documentation and audit approach
- Draft a transition plan

Detailed content

- Harmonized Structure and key definitions
- Changes in context, interested parties, climate change, risks & opportunities
- Planning, support, operation, performance evaluation, improvement
- Impacts on documentation, auditing and management review
- Working with the certification body; transition timeline; drafting the plan

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

ISO 45001:2018 OH&S Management System – Internal Auditor

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
2 days	Auditor Course	EN / AR	In-house · Public · Online

Program overview

Plan and perform internal audits of an ISO 45001 occupational health and safety management system. No prior audit experience is required; participants learn the standard, audit principles from ISO 19011, evidence collection, findings and follow-up.

Who should attend

- Staff who will perform internal OH&S audits or manage an internal audit programme (no prior audit experience required)

Learning objectives

- Identify OH&S management standards and terminology
- Apply standards, legal and other requirements in auditing
- Plan, prepare, communicate and schedule an internal audit
- Collect, verify and evaluate audit evidence
- Write findings, hold feedback meetings, report and follow up

Prerequisites: Knowledge of OH&S MS elements and PDCA; Awareness of ISO 45001 terms and requirements; Basic awareness of local OH&S legislation

Detailed content

01 OH&S MS & ISO 45001 overview

- PDCA & Harmonized Structure
- Hazard identification & risk assessment

02 Audit Principles (ISO 19011)

03 Planning & Preparing the Audit

- Checklists

04 Conducting the Audit

- Opening meeting
- Evidence collection & interviewing

05 Reporting & Follow-up

- Writing nonconformities
- Closing meeting & report
- Follow-up

Certificate & assessment

CERTIFICATE	Excellence Center Auditor Training Certificate
REQUIREMENTS	Full attendance, participation in the audit exercises and a pass in the course examination.

ISO 45001:2018 OH&S Management System – Lead Auditor

DURATION
5 days Includes exam

PROGRAM TYPE
Auditor Course

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

An intensive lead auditor course for ISO 45001. Participants learn OH&S management principles and requirements, audit every clause, lead an audit team through planning, execution and reporting, and sit a closed-book examination.

Who should attend

- Health & safety professionals developing audit skills
- Those who audit suppliers or third parties
- Those who design, implement and manage an OH&S MS

Learning objectives

- Understand OH&S management principles and ISO 45001 requirements
- Plan, execute and report OH&S MS audits
- Lead an audit team
- Pass the closed-book examination (70% pass mark)

Detailed content

01 OH&S MS fundamentals & concepts

02 Overview of auditing an OH&S MS

03 Auditing clauses 4–10 of ISO 45001
- Incl. 2024 climate-change amendment

04 ISO 19011 & auditing principles

05 Audit planning & preparation

06 Performing the audit

07 Reporting audit outcomes & follow-up

08 Examination

Certificate & assessment

CERTIFICATE	Excellence Center Auditor Training Certificate
REQUIREMENTS	Full attendance, participation in the audit exercises and a pass in the course examination.

ISO 9001:2026 Internal Quality Auditing

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
3 days	Auditor Course	EN / AR	In-house · Public · Online

Program overview

Build an effective internal audit programme against ISO 9001:2026. Participants learn the requirements and key changes, the parts of an audit system, and how to plan, conduct and report audits that find real improvement opportunities.

Who should attend

- Supervisors, operators and technicians designated as internal auditors
- QA managers responsible for internal audit systems

Learning objectives

- Plan, conduct and report internal audits per ISO 19011
- Evaluate conformity with ISO 9001:2026 requirements
- Identify improvement opportunities and good practices

Detailed content

01 ISO 9001:2026 Requirements

- Clause structure (Harmonized Structure) and key changes from 2015
- Risk & opportunities, context, leadership, quality culture & ethics

02 Audit System

- Parts of an audit programme (ISO 19011:2018)
- Audit planning and checklists

03 Conducting the Audit

- Opening meeting, evidence gathering, interviewing
- Writing nonconformities and observations
- Reporting, corrective action follow-up

Certificate & assessment

CERTIFICATE	Excellence Center Auditor Training Certificate
REQUIREMENTS	Full attendance, participation in the audit exercises and a pass in the course examination.

ISO 9001:2026 QMS Lead Auditor

DURATION
5 days Includes exam

PROGRAM TYPE
Auditor Course

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

Develop the competence to lead first-, second- and third-party audits of a quality management system against ISO 9001:2026. The course covers QMS principles, ISO 19011 audit methods, leading the audit team, reporting and follow-up, and ends with a written examination.

Who should attend

- Quality managers & QMS coordinators
- Internal auditors moving to lead auditor
- Supplier auditors & consultants

Learning objectives

- Describe ISO 9001 and its development
- Determine evidence needed to show conformity
- Apply the process approach and PDCA
- Apply audit principles, processes and methods (ISO 19011)
- Plan and lead an audit team
- Report and follow up first-, second- and third-party audits
- Pass a 2-hour examination

Detailed content

01 Quality Management Systems

- Introduction to QMS
- ISO 9000 family
- Analysing and applying ISO 9001 (clauses 4–10 incl. Clause 8 Operation)

02 Audit Fundamentals

- ISO 9001 auditing specifics
- Types of audits & approaches
- Objectives, scope & criteria
- Auditor competence, principles & methods
- Audit programme
- Roles & responsibilities

03 Leading the Audit

- Team leader roles
- Selecting the audit team
- Conflict management

04 Audit Execution

- Preparing & planning the audit
- Opening meeting
- Gathering information & audit techniques
- Closing meeting

05 Reporting & Follow-up

- Audit report
- Follow-up

06 Examination

- 2-hour exam

Certificate & assessment

CERTIFICATE	Excellence Center Auditor Training Certificate
REQUIREMENTS	Full attendance, participation in the audit exercises and a pass in the course examination.

ISO Management Systems – Foundation, Internal Auditor & Lead Auditor Courses

DURATION
- **1 day** Foundation
- **2 days** Internal Auditor
- **3 days** Auditor Conversion
- **5 days** Lead Auditor

PROGRAM TYPE
Auditor Course

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

A family of standard-specific courses for ISO 9001, ISO 14001, ISO 45001 and ISO/IEC 27001. Each standard is offered at foundation, internal auditor, lead auditor and conversion level, so organisations can build management-system competence step by step.

Who should attend

- Management system representatives & coordinators
- Internal and supplier auditors
- Consultants and aspiring third-party auditors

Learning objectives

- Understand the purpose, structure (Harmonized Structure, clauses 4–10) and requirements of the standard
- Plan, conduct, report and follow up audits per ISO 19011 (and ISO/IEC 17021-1 for third-party)
- Collect and evaluate objective evidence and write nonconformities
- Pass the closed-book exam (Lead Auditor/Conversion)

Detailed content

01 ISO 9001 (Quality)
- Foundation – 1 day
- Internal Auditor – 2 days
- Lead Auditor – 5 days (see ISO9001-LA)

02 ISO 14001 (Environment)
- Foundation – 1 day
- Internal Auditor – 2 days
- Auditor Conversion – 3 days

03 ISO 45001 (Occupational Health & Safety)
- Foundation – 1 day
- Internal Auditor – 2 days (see ISO45001-IA)
- Auditor Conversion – 3 days
- Lead Auditor – 5 days (see ISO45001-LA)

04 ISO/IEC 27001:2022 (Information Security)
- Foundation – 1 day
- Internal Auditor – 2 days
- Lead Auditor – 5 days

05 Common content

- Harmonized Structure & PDCA, risk-based thinking
- 2024 climate-change amendments to ISO MS standards
- Audit programme, planning, checklists
- Opening/closing meetings, evidence gathering, sampling
- Reporting & follow-up
- Mock audits & case studies

Certificate & assessment

CERTIFICATE	Excellence Center Auditor Training Certificate
REQUIREMENTS	Full attendance, participation in the audit exercises and a pass in the course examination.

ISO/IEC 17025:2017 – Laboratory Competence (Requirements, Method Validation, Uncertainty & Internal Audit)

DURATION 5 days

PROGRAM TYPE Technical

LANGUAGE EN / AR

DELIVERY In-house · Public · Online

Program overview

Build and audit a laboratory management system to ISO/IEC 17025:2017. Participants interpret the requirements for impartiality, competence and consistent operation, validate and verify methods, estimate measurement uncertainty, use QC charts to assure results and practise internal audits.

Who should attend

- Laboratory managers & quality managers
- Analysts & technicians in testing and calibration labs
- Internal auditors of laboratories

Learning objectives

- Understand ISO/IEC 17025:2017 requirements for competence, impartiality and consistent operation
- Interpret clauses 4–8
- Validate and verify test methods
- Estimate measurement uncertainty
- Use quality-control charts to ensure validity of results
- Plan and perform internal laboratory audits

Detailed content

01 Awareness
- Purpose & scope of ISO/IEC 17025
- Terms & definitions

02 Requirements (1)
- General, structural & resource requirements (clauses 4–6)

03 Requirements (2)
- Process & management-system requirements (clauses 7–8)

04 Technical
- Test method validation & verification
- Estimation of measurement uncertainty

05 Assurance & Audit
- Quality control: X̄-R charts & proficiency testing
- Internal auditing per ISO 19011

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Risk-Based Thinking & Risk Management for ISO 9001:2026

DURATION 2 days

PROGRAM TYPE Workshop

LANGUAGE EN / AR

DELIVERY In-house · Public · Online

Program overview

Turn risk-based thinking into a working process. Participants learn the ISO 9001:2026 requirements for risks and opportunities, apply ISO 31000 tools such as risk matrices and FMEA, and document risk treatment in a form that satisfies auditors and adds value.

Who should attend

- QMS managers, internal auditors, process owners and implementers

Learning objectives

- Apply ISO 9001:2026 risk & opportunity requirements
- Build a risk process using ISO 31000 tools
- Document risk plans and outcomes for audit

Detailed content

- Risk-based thinking in ISO 9001:2026 (clause 6.1) and what changed
- ISO 31000:2018 principles, framework and process
- Context, interested parties and process-level risk identification
- Qualitative & quantitative assessment (risk matrix, FMEA)
- Risk treatment and opportunities; linking to objectives & change planning
- Documenting and auditing risk; templates

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Sedex & SMETA Social Compliance Auditing

DURATION 2 days

PROGRAM TYPE Auditor Course

LANGUAGE EN / AR

DELIVERY In-house · Public · Online

Program overview

Prepare for and conduct SMETA social compliance audits. Participants learn the Sedex platform and SMETA Best Practice Guidance, relate them to local labour law and international standards, and practise audit techniques through case studies and role plays.

Who should attend

- Social compliance auditors & consultants
- HR, compliance and CSR managers
- Suppliers preparing for SMETA audits

Learning objectives

- Understand Sedex and SMETA
- Relate SMETA Best Practice Guidance to local law and international standards
- Understand the auditor's role in social audits
- Interpret SMETA requirements
- Conduct and report audits per ISO 19011
- Support Sedex membership and ethical compliance

Detailed content

01 Sedex & SMETA

- What Sedex is
- SMETA audits & ethical trade
- Four pillars: labour standards, health & safety, environment, business ethics

02 Role of Social Compliance Audits

- Auditor & auditee responsibilities
- ISO 19011 overview

03 SMETA Best Practice Guidance

- Requirements
- Local law & international frameworks (ETI Base Code, ILO)
- Ethical risk assessment

04 Conducting a Social System Audit

- Planning
- Worker interviews & evidence
- Reporting
- Corrective actions

05 Implementing a Social Accountability System

- Membership steps
- Policies
- Culture of transparency

06 Case Studies & Role Plays

Certificate & assessment

CERTIFICATE	Excellence Center Auditor Training Certificate
REQUIREMENTS	Full attendance, participation in the audit exercises and a pass in the course examination.

D

Pharmaceutical, Medical Devices & Food Safety

GMP, laboratories, cleanrooms, water systems, quality risk management, medical devices and food safety.

Pharmaceutical GMP & Medical Devices | Food Safety & Hygiene

14 PROGRAMS IN THIS GROUP – click a program to open it

D01	ASQ CPGP – Certified Pharmaceutical GMP Professional (Exam Preparation)	15 days	102
D02	GMP Auditor Training for Quality Systems	2 days · 3 days	104
D03	GMP for Medical Devices (ISO 13485)	2 days	106
D04	GMP for Pharmaceutical Facilities, Equipment & Utilities	3 days	107
D05	GMP in Pharmaceutical Laboratories	2 days	109
D06	Good Laboratory & Good Manufacturing Practices (GLP + GMP) Workshop	5 days	110
D07	Good Manufacturing Practices (GMP) for the Pharmaceutical Industry	5 days	112
D08	Pharmaceutical Clean Rooms & HVAC: Design, Qualification and Monitoring	4 days	114
D09	Pharmaceutical Water Systems: Principles & Practice	2 days	115
D10	Quality Risk Management (QRM) for Pharmaceuticals – ICH Q9(R1)	2 days	116
D11	BRCGS Packaging Materials – Understanding the Requirements	2 days · 5 days	117
D12	Supervising Food Safety (Level 3) – Food Businesses & Restaurants	3 days	118
D13	Good Hygiene Practices & Good Manufacturing Practices (GHP/GMP) Awareness	2 days	119
D14	Quality & Food Safety in the Supply Chain (Supplier Approval & Food Handling)	5 days	120

ASQ CPGP – Certified Pharmaceutical GMP Professional (Exam Preparation)

DURATION
15 days Part-time, Fridays

PROGRAM TYPE
Certification Prep

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

Preparation for the ASQ Certified Pharmaceutical GMP Professional exam. The programme covers regulatory governance, pharmaceutical quality systems, laboratories, facilities and utilities, materials and supply chain, sterile and non-sterile manufacturing, packaging and labelling, and technology transfer.

Who should attend

- QA/QC professionals in pharmaceutical, biologics & veterinary manufacturing
- Production, validation & regulatory affairs staff
- Candidates for the ASQ CPGP exam (5 years' experience required)

Learning objectives

- Understand global GMP regulatory frameworks and inspections
- Apply pharmaceutical quality systems (ICH Q9 risk, ICH Q10 PQS, CAPA, change control)
- Evaluate laboratory, infrastructure and validation requirements
- Control materials, sterile/non-sterile manufacturing, filling, packaging and labelling
- Apply QbD and technology transfer principles
- Prepare for the CPGP exam

Detailed content

01 I – Regulatory Agency Governance

- Global framework: FDA, EMA, PIC/S, WHO, ICH, Health Canada
- Regulations & guidances
- Mutual recognition agreements
- Inspections & enforcement actions
- Regulatory reporting (post-approval changes, field alerts, recalls)
- SMF, VMP, DMF

02 II – Quality Systems

- Pharmaceutical QMS (ICH Q10)
- Quality unit & Qualified Person
- Quality risk management (ICH Q9(R1))
- Training & qualification
- Change control
- Investigations & CAPA
- Audits & self-inspections
- Documents, records & data integrity
- Complaints & adverse events
- APR/PQR
- Supplier & contractor quality

03 III – Laboratory Systems

- USP / Ph. Eur. / JP compendia
- OOS/OOT investigations
- Instrument qualification & calibration
- Specifications
- Lab records & data integrity, COAs
- Sample & reagent handling
- Stability programs
- Retained samples

04 IV – Facilities, Utilities & Equipment

- Facility design & change control
- Water, compressed air & gas systems
- Equipment design, cleaning & cleaning validation
- DQ/IQ/OQ/PQ, FAT/SAT
- Maintenance & metrology
- Cleaning, sanitisation & sterilisation
- Computerised systems (21 CFR Part 11 / EU Annex 11)
- Business continuity

05 V – Materials & Supply Chain

- Receipt & inventory control
- Sampling
- Storage, FIFO/FEFO, mix-up prevention
- Shipping, GDP, cold chain, serialisation
- Traceability & sourcing
- Returned goods & destruction

06 VI – Sterile & Non-sterile Manufacturing

- Batch records
- Production operations
- In-process controls, CPPs, Cp/Cpk
- Dispensing & weighing
- Critical unit processes & media fills
- Environmental monitoring (EU GMP Annex 1, 2022)
- Contamination control strategy
- Reprocessing & rework

07 VII – Filling, Packaging & Labelling

- Filling controls
- Environmental monitoring
- In-process & finished-goods inspection
- Packaging controls & line clearance
- Labelling controls & reconciliation
- Packaging records

08 VIII – Product Development & Technology Transfer

- Quality by Design: CQAs, CPPs, design space, PAT
- Phase-appropriate GMP & clinical trial materials
- Combination products
- Scale-up & technology transfer

09 Exam Preparation

- Practice questions & mock exam

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Completion (exam preparation).
CREDENTIAL EXAM	The ASQ CPGP credential is awarded by ASQ (American Society for Quality). Candidates confirm eligibility and register for the exam directly with ASQ.

GMP Auditor Training for Quality Systems

DURATION
2 days Core
3 days With all workshops

PROGRAM TYPE
Auditor Course

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

Conduct GMP audits that add value. Participants learn audit models, tools and techniques, run audits from planning to close-out, and practise auditing CAPA, OOS and QRM systems, API and finished-product manufacturers, and suppliers and contractors.

Who should attend

- QA auditors and trainees; production & engineering managers receiving audits; supervisors leading self-inspections; supplier auditors

Learning objectives

- Plan, conduct and report internal (self-inspection), supplier and contractor GMP audits
- Classify observations and follow up CAPA effectively
- Audit CAPA, OOS investigations and quality risk management
- Apply audit checklists for API and finished-product manufacturers

Detailed content

01 Part 1 – Auditing Basics
- Purpose of audits & audit models; auditor characteristics; audit types; methods

02 Part 2 – Tools & Techniques
- Basic tools; techniques; scheduling, planning & management

03 Part 3 – The Audit Process
- Conducting the audit; managing the team; exit meeting; reporting & close-out

04 Part 4 – Improving the Audit System
- Adding value; organizing self-inspection programmes

05 Part 5 – Auditing CAPA, OOS and QRM
- Structured investigations; CAPA; OOS; risk assessment

06 Part 6 – Auditing API Manufacturers (ICH Q7)
- Raw materials & intermediates; deviations; QC labs; distribution; computer systems; QP declaration

07 Part 7 – Auditing Finished-Product Manufacturers
- Oral solid & liquid forms; packaging & labelling; distribution; QC labs; computer systems (Annex 11)

08 Part 8 – Supplier & Contractor Approval
- Technical requirements; critical controls; quality technical agreements

Certificate & assessment

CERTIFICATE	Excellence Center Auditor Training Certificate
REQUIREMENTS	Full attendance, participation in the audit exercises and a pass in the course examination.

GMP for Medical Devices (ISO 13485)

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
2 days	Professional Course	EN / AR	In-house · Public · Online

Program overview

An introduction to quality and regulatory requirements for medical devices. Participants learn ISO 13485:2016, risk management to ISO 14971, the EU MDR and US FDA QMSR framework, and the documentation needed to place a device on the market and keep it compliant.

Who should attend

- People new to the medical device or diagnostics sector
- Pharma staff working with combination products (e.g. inhalers)
- QA/RA staff

Learning objectives

- Understand the regulatory framework for manufacturing and marketing medical devices
- Apply ISO 13485 QMS requirements
- Use ISO 14971 risk management and vigilance systems
- Understand documentation needed to market and keep a device compliant

Detailed content

01 Regulatory Framework

- EU MDR 2017/745 & IVDR 2017/746
- US FDA QMSR (aligned with ISO 13485, effective Feb 2026)
- Local authority registration (e.g. EDA, SFDA)

02 ISO 13485:2016 Requirements

- QMS & documentation
- Design controls
- Production & process controls
- CAPA & complaint handling

03 Risk Management

- ISO 14971:2019 process & tools

04 Marketing & Post-Market

- Technical documentation
- Post-market surveillance & vigilance

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

GMP for Pharmaceutical Facilities, Equipment & Utilities

DURATION 3 days

PROGRAM TYPE Technical

LANGUAGE EN / AR

DELIVERY In-house · Public · Online

Program overview

Design, qualify and maintain GMP-compliant facilities, equipment and utilities. The course covers regulatory expectations, materials and surfaces, zoning, DQ/IQ/OQ/PQ, quality risk management, HVAC and water utilities, and maintenance and calibration programmes.

Who should attend

- Engineering, validation & maintenance staff in pharma (2+ years' experience)
- QA and production personnel
- Experienced practitioners updating on science- and risk-based approaches

Learning objectives

- Understand international regulatory requirements for pharma facilities, equipment and utilities
- Understand design, materials of construction and surfaces
- Apply zoning for sterile and non-sterile operations
- Plan qualification (DQ/IQ/OQ/PQ) of facilities, equipment and utilities
- Link QRM principles to design and operation
- Understand water, compressed air, steam and chilled-water systems
- Set maintenance and calibration programs

Prerequisites: Basic GMP, QRM and QMS knowledge; Intermediate English

Detailed content

01 Regulatory Position

- EU GMP (incl. Annex 1 & Annex 15), FDA, WHO, PIC/S
- Facility design & construction aspects

02 GMP-Compliant Design

- Equipment hardware & software design
- Zoning concepts (sterile & non-sterile)
- Materials & surfaces

03 Qualification & Validation

- Facility qualification & validation regulations
- Routine operation concepts
- Documentation for construction, upgrade & renovation

04 Quality Risk Management

- QRM principles & tools (ICH Q9(R1))
- Documented rationale for decisions

05 Utilities

- Pharmaceutical water systems
- Compressed air, steam & chilled water

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

GMP in Pharmaceutical Laboratories

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
2 days	Technical	EN / AR	In-house · Public · Online

Program overview

Apply GMP in the pharmaceutical QC laboratory. Participants review regulatory requirements for development, release and stability testing, method validation, equipment qualification, data integrity and OOS/OOT investigations, and compare GMP with GLP expectations.

Who should attend

- Lab technical staff, supervisors and managers; QA supporting labs; managers of outsourced lab work

Learning objectives

- Apply GMP expectations to analysis of pharmaceutical, biopharmaceutical and biological samples
- Understand regulatory framework for development, release and stability testing
- Compare GMP lab requirements with GLP

Detailed content

- Regulatory framework for GMP laboratories (EU GMP Ch. 6, 21 CFR 211 Subpart I)
- Method validation & transfer; equipment qualification
- Data integrity (ALCOA+)
- OOS/OOT investigations
- Release and stability testing (investigational & commercial)
- GMP vs GLP comparison
- Managing outsourced laboratory work

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Good Laboratory & Good Manufacturing Practices (GLP + GMP) Workshop

DURATION
5 days ≈40 hours

PROGRAM TYPE
Technical

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

A combined workshop on Good Laboratory and Good Manufacturing Practices. The GLP part covers lab essentials, validation, data integrity, stability and failure investigations; the GMP part covers basics, validation, compliance systems and regulatory inspections.

Who should attend

- Staff in GMP/GLP environments – beginners to advanced – who must understand and apply cGMP principles

Learning objectives

- Run QC laboratories to GLP expectations incl. data integrity
- Apply GMP basics, validation and compliance practices
- Prepare for and manage regulatory inspections

Detailed content

01 GLP 1 – Laboratory Essentials (4 h)

- Lab design: building, utilities, equipment
- Sample management; auditing QC labs
- Quality metrics; good documentation practices (ALCOA+); training

02 GLP 2 – Laboratory Validation (4 h)

- Analytical method validation (ICH Q2(R2)/Q14)
- Equipment qualification D/I/O/PQ; system suitability
- Calibration & maintenance; essential documentation

03 GLP 3 – Data Reliability & Integrity (4 h)

- Regulatory expectations for data collection, storage, verification
- Data quality and lab investigations

04 GLP 4 – Changes, Stability & Failures (8 h)

- Post-approval changes (2 h)
- Stability testing (ICH Q1) (2 h)
- Deviations, test failures, OOS/OOT investigations, CAPA (4 h)

05 GMP 1 – GMP Basics (4 h)

- Organization & personnel; facilities & equipment
- Effective SOPs; process controls & master batch records
- Vendor & material control; release & distribution; complaints & recalls

06 GMP 2 – Validation (6 h)

- Qualification vs validation; cleaning validation
- Cleanroom design & validation (EU GMP Annex 1, 2022)
- Sterilization validation; water system validation; documentation

07 GMP 3 – Compliance (4 h)

- Internal audits; gap analysis & remediation
- CAPA & change control; GMP training

08 GMP 4 – Inspections & Non-compliances (6 h)

- Regulatory inspections – what inspectors expect
- Self-inspection & external audits
- Common deficiencies; warning letters & current hot topics

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Good Manufacturing Practices (GMP) for the Pharmaceutical Industry

DURATION 5 days

PROGRAM TYPE Professional Course

LANGUAGE EN / AR

DELIVERY In-house · Public · Online

Program overview

A comprehensive GMP course for the pharmaceutical industry. Participants learn US, EU, WHO and PIC/S requirements, apply GMP to daily operations, understand qualification and validation, handle deviations and CAPA, and prepare for regulatory inspections.

Who should attend

- Staff in GMP environments, beginner to advanced, who must understand and apply cGMP

Learning objectives

- Explain US, EU, WHO and PIC/S GMP requirements and the hierarchy of laws, regulations and guidance
- Apply GMP fundamentals to pharmaceutical operations
- Understand validation and qualification
- Prepare for and manage regulatory inspections
- Handle deviations, CAPA and change control

Detailed content

01 GMP Basics & Regulations

- FDA, EMA, WHO, PIC/S & local authority requirements
- Hierarchy of laws, directives, regulations & guidance
- Organisation & personnel

02 Operations

- Facilities & equipment
- Writing effective SOPs
- Process controls & master batch records
- Vendors & material control
- Product release & distribution
- Complaints & recalls
- Data integrity (ALCOA+)

03 Validation

- Qualification vs validation
- Cleaning validation
- Clean-room design & validation (EU GMP Annex 1, 2022)
- Sterilisation validation (heat, filtration)
- Water system design & validation
- Validation documentation

04 Compliance Systems

- Internal audits; gap analysis & remediation
- CAPA & change control
- GMP training

05 Inspections

- Regulatory inspections & preparation
- Self-inspection & third-party audits
- Common deficiencies & warning letters; current hot topics

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Pharmaceutical Clean Rooms & HVAC: Design, Qualification and Monitoring

DURATION 4 days

PROGRAM TYPE Technical

LANGUAGE EN / AR

DELIVERY In-house · Public · Online

Program overview

Understand and control pharmaceutical cleanrooms. The course covers classification requirements including EU GMP Annex 1, HVAC and HEPA design, testing and qualification, viable and non-viable environmental monitoring, and investigation of contamination deviations.

Who should attend

- Manufacturing, QA, engineering, validation & maintenance staff (2+ years' experience)
- Microbiology & environmental monitoring staff

Learning objectives

- Understand international requirements for cleanroom classification
- Understand HVAC components, HEPA filtration and monitoring systems
- Qualify HVAC systems and run viable/non-viable monitoring
- Analyse contamination and cross-contamination deviations
- Apply gowning and aseptic practices
- Link QRM to HVAC design and operation

Prerequisites: Basic GMP, QRM & QMS knowledge; Intermediate English

Detailed content

01 Regulatory Requirements

- EU GMP Annex 1 (2022), FDA aseptic guidance, WHO
- ISO 14644-1/-2 classification & monitoring
- GMP zone concepts

02 HVAC Design & Components

- HVAC requirements: design, plan & operation
- Components & HEPA filtration
- Control strategy, logic, construction features
- Barrier systems (RABS, isolators)

03 Testing & Qualification

- Detailed cleanroom test procedures
- HVAC qualification
- QRM principles & tools (ICH Q9(R1))

04 Environmental Monitoring

- Viable & non-viable monitoring programs
- EM in sterile, vaccine & biologics facilities
- Trending; alert & action limits
- Gowning & aseptic behaviour

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Pharmaceutical Water Systems: Principles & Practice

DURATION
2 days Classroom or live virtual

PROGRAM TYPE
Technical

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

Design, qualify and operate pharmaceutical water systems. Participants learn compendial requirements for PW and WFI, treatment, storage and distribution design, microbiological control, risk-based commissioning and qualification, monitoring and SPC, and keeping systems in compliance.

Who should attend

- Engineering, QA, QC, microbiology & production staff
- Regulators, suppliers & design engineers
- Newcomers and engineers from other industries

Learning objectives

- Discuss regulatory and cGMP requirements for PW and WFI
- Compare treatment, storage and distribution designs
- Control microbiology; test and qualify water systems
- Apply a science- and risk-based approach (CQAs, CPPs, URS, FS, QbD)
- Optimise sampling locations and frequency
- Maintain compliance from qualification to routine operation

Detailed content

01 Day 1

- GMP trends & pharmacopoeia requirements (USP <1231>, Ph. Eur. incl. WFI by non-distillation, EU GMP Annex 1)
- Treatment technologies
- Storage & distribution engineering
- System design fundamentals
- Laboratory water systems
- Operation & maintenance
- Qualification specifics

02 Day 2

- Construction, commissioning & qualification; risk-based validation
- Critical components & parameters
- Online & routine monitoring; sampling plan; SPC
- Deviations & change control
- Maintenance & calibration
- Water system in the Product Quality Review

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Quality Risk Management (QRM) for Pharmaceuticals – ICH Q9(R1)

DURATION
2 days Classroom or live virtual

PROGRAM TYPE
Professional Course

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

Apply quality risk management in line with ICH Q9(R1). Participants learn the QRM process and tools – FMEA, risk ranking, cause-and-effect matrices – integrate QRM into the pharmaceutical quality system, and understand what inspectors expect.

Who should attend

- Development, manufacturing, QA, QC, engineering, validation, regulatory affairs, pharmacovigilance and distribution staff
- Medical device, biopharma & biotech professionals; regulators

Learning objectives

- Understand the QRM process (ICH Q9(R1)) and regulatory expectations
- Evaluate your QRM system against current expectations
- Run a risk exercise: team, assessment, control, communication, review
- Use FMEA, risk ranking, cause-and-effect matrix, fishbone and process maps
- Understand how heuristics, subjectivity and culture affect risk decisions
- Link QRM to CQAs, CPPs and control strategy; document rationale in risk registers

Detailed content

01 QRM Fundamentals

- Definitions, concepts, principles & elements
- Roles & responsibilities
- Regulatory overview (ICH Q9(R1), EU GMP Part III, PIC/S)
- QRM process: identification, assessment, control, communication, review
- QRM tools: what to use and when
- Case studies

02 QRM in the Pharmaceutical Quality System

- Integration in the PQS (ICH Q10)
- QRM in GMP/GDP environments
- Subjectivity, formality & QRM culture
- Policy, SOPs, risk registers & reports
- Applying QRM to deviations, complaints, CAPA & change control
- Common pitfalls & inspectors' expectations
- Case studies

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

BRCGS Packaging Materials – Understanding the Requirements

DURATION
- **2 days** Requirements
- **5 days** With implementation workshops

PROGRAM TYPE
Professional Course

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

Prepare packaging and packaging-material manufacturers for BRCGS certification. Participants learn the structure and requirements of the standard – senior management commitment, hazard and risk management, site standards, product and process control and personnel – and the audit protocol.

Who should attend

- Personnel responsible for implementing the standard at packaging & packaging-material manufacturers

Learning objectives

- Understand the requirements of the BRCGS Global Standard for Packaging Materials
- Implement the requirements and prepare for the initial certification audit
- Understand scheme rules, benefits and audit protocol

Detailed content

01 Introduction
- BRCGS scheme and benefits; structure of the standard

02 Requirements of the Standard
- Senior management commitment & product safety culture
- Hazard and risk management system
- Product safety & quality management system
- Site standards; product & process control; personnel

03 Audit
- Planning the audit; audit protocol & scope
- The audit process & report; grading
- Compliance and competence

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Supervising Food Safety (Level 3) – Food Businesses & Restaurants

DURATION 3 days

PROGRAM TYPE Professional Course

LANGUAGE EN / AR

DELIVERY In-house · Public · Online

Program overview

Equip supervisors to manage food safety in restaurants and food businesses. The course covers microbiology, contamination and allergens, personal hygiene, premises, cleaning and pest control, HACCP-based controls, supervisory responsibilities and food safety law.

Who should attend

- Supervisors in restaurants and food businesses; food handlers moving to supervisory roles

Learning objectives

- Supervise safe food preparation, storage and service
- Apply HACCP-based controls
- Ensure hygiene, cleaning and pest control standards

Detailed content

- Introduction to food safety; microbiology
- Contamination hazards and control; food poisoning; allergens
- Personal hygiene
- Design of premises & equipment; cleaning & disinfection
- Pest control
- HACCP and control measures
- Supervisory management
- Food safety legislation and enforcement (incl. Egyptian NFSA)

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Good Hygiene Practices & Good Manufacturing Practices (GHP/GMP) Awareness

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
2 days	Awareness	EN / AR	In-house · Public · Online

Program overview

Awareness of Good Hygiene and Good Manufacturing Practices for food and FMCG operations. Participants learn layout and equipment design, personal hygiene, cleaning, pest control, storage, recall and traceability, documentation and self-inspection.

Who should attend

- Food & FMCG production, warehouse and maintenance staff
- Supervisors & QA staff
- Anyone contributing to GMP compliance

Learning objectives

- Understand the importance and elements of GMP/GHP
- Implement GMP/GHP in the organisation
- Apply personal hygiene, cleaning, pest control and traceability
- Set up documentation and self-inspection

Detailed content

01 Facility & Equipment

- Plant layout & design
- Equipment design & ergonomics
- Utilities
- Warehousing & storage

02 People

- Personal hygiene
- Disease control
- PPE
- Training programs

03 Operational Controls

- Maintenance, cleaning & sanitation
- Pest control programs
- Process control (introduction)

04 Systems

- Documentation & record keeping
- Product recall & traceability
- Self-inspection audit

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Quality & Food Safety in the Supply Chain (Supplier Approval & Food Handling)

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
5 days	Professional Course	EN / AR	In-house · Public · Online

Program overview

Control food safety across the supply chain. Participants learn hazard classification and control, supplier risk assessment and approval, receiving and raw-material specifications, supplier audits and changes, corrective actions and the basic food safety programme.

Who should attend

- Production, quality and logistics teams in food manufacturing

Learning objectives

- Run supplier risk assessment and approval programs
- Control purchased materials and receiving
- Manage supplier changes, audits and corrective actions
- Apply basic food-safety and hygiene practices

Detailed content

01 Hazard Control

- Physical, chemical, biological (and allergen) hazards: classification, assessment, control

02 Supplier Management

- Purchased materials & receiving; vendor certification
- Initial supplier risk assessment; monitoring supply-chain risks
- Managing supplier changes; supplier audits; partnerships; corrective actions
- Raw-material selection, specifications, certificates of analysis

03 Basic Food Safety Program

- Personal responsibility & hygiene
- Cleaning & disinfection – methods, chemicals, storage
- Safe handling; facilities; preventing chemical contamination

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Health, Safety & Environment

Safety leadership, process safety, technical HSE topics and internationally recognised safety qualifications.

Occupational Health, Safety & Environment

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E22	Topics in Occupational Health Management	2 days	148 ›

Bolting Safety & Bolted Joint Fundamentals

DURATION 1 day 7 hours

PROGRAM TYPE Technical

LANGUAGE EN / AR

DELIVERY In-house · Public · Online

Program overview

Bolt safely and correctly. Participants learn bolted-joint basics, tightening methods and tools, how to recognise hazardous bolting situations, and safe handling of high-powered torque and tensioning equipment on pressure vessels, piping and structures.

Who should attend

- Technicians, fitters & supervisors who perform or oversee bolting on pressure vessels, piping, machinery and structures

Learning objectives

- Recognise bolted-joint technology and the safety principles of tool selection and operation
- Classify bolting work into its three general categories
- Recognise hazardous bolting situations and stop work to inform a supervisor
- Handle high-powered torque and tensioning tools safely

Detailed content

01 Bolted Joint Basics

- Principles of bolting
- Flanges
- Structural joints
- Standard & structural fasteners
- Gaskets

02 Tightening Methods

- Torque tightening
- Tensioning
- Bolting patterns
- Keeping bolts tight
- Tightening structural bolts

03 Safety

- Tool hazards & safe operation
- Workplace conditions & procedures

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Electrical Transmission & Distribution: Construction Safety and Health

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
2 days	Technical	EN / AR	In-house · Public · Online

Program overview

Prevent injuries in electrical transmission and distribution construction. The course covers electrical safety and grounding, electrical PPE and arc flash, lifting and rigging, confined spaces, job briefings, excavation and fall protection.

Who should attend

- Managers, supervisors, technical staff and workers in power-grid construction

Learning objectives

- Apply electrical safe work practices for power-line work
- Specify grounding and electrical PPE
- Conduct job briefings and control rigging, excavation, confined-space and fall hazards

Detailed content

- Electrical safety & grounding
- Electrical PPE & arc-flash
- Lifting and rigging
- Confined and enclosed spaces
- Job briefings
- Excavation and trenching
- Fall protection

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

First Aid at Work

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
2 days	Technical	EN / AR	In-house · Public · Online

Program overview

Practical first-aid skills for the workplace. Participants learn to assess an emergency, manage an unconscious casualty, perform CPR and use an AED, deal with choking, shock, bleeding and minor injuries, and record incidents correctly.

Who should attend

- Workplace first-aiders; medical and non-medical staff

Learning objectives

- Act safely, promptly and effectively in an emergency

Detailed content

- Role of the first-aider; preventing cross-infection; recording incidents; equipment
- Assessing the situation
- Unconscious casualty, seizures, recovery position
- CPR and AED (current ERC/AHA guidelines)
- Choking
- Circulation & shock
- Wounds and bleeding
- Minor injuries: cuts, burns, scalds, splinters

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Forklift & Powered Industrial Truck Safe Operation

DURATION
2 days Theory + practical

PROGRAM TYPE
Technical

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

Operate forklifts and powered industrial trucks safely. The course covers truck classes, stability and load handling, pre-use inspection, safe loading and unloading, workplace hazards and running a forklift safety programme, with a practical assessment.

Who should attend

- Forklift operators
- Maintenance technicians
- Safety personnel & warehouse supervisors

Learning objectives

- Differentiate forklift and powered industrial truck types
- Inspect trucks before use
- Understand stability and load handling
- Operate safely when loading/unloading
- Identify hazards and run a forklift safety program

Detailed content

01 Truck Classes

- Class I – electric motor rider trucks
- Class II – electric narrow-aisle trucks
- Class III – electric hand / hand-rider trucks
- Class IV/V – internal combustion (cushion & pneumatic tyres)
- Class VI – tractors
- Class VII – rough-terrain forklifts

02 Stability of Powered Industrial Trucks

- Stability triangle & load centre
- Capacity plate

03 Inspection & Operation

- Pre-use inspection
- Materials handling techniques
- Loading & unloading; docks & trailers
- Pedestrian safety

04 Hazards & Safety Program

- Common accidents & hazards
- Building and maintaining a forklift safety program (OSHA 29 CFR 1910.178 as reference)

05 Practical Assessment

- Supervised driving exercises

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

HAZOP Study – Leader & Team Member Training

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
5 days	Technical	EN / AR	In-house · Public · Online

Program overview

Learn to take part in and lead HAZOP studies. Participants place HAZOP within the hazard-study lifecycle, apply guide words to nodes to find deviations, causes, consequences and safeguards, organise and record studies, and link results to LOPA and management of change.

Who should attend

- Process, chemical & instrument engineers; operations & maintenance staff; HSE professionals; prospective HAZOP leaders and scribes

Learning objectives

- Place HAZOP within the hazard-study lifecycle (HS0–HS7)
- Apply the HAZOP method: nodes, design intent, guide words, deviations, causes, consequences, safeguards
- Organize, lead, record and audit a HAZOP study
- Link HAZOP to LOPA, MOC and human factors

Detailed content

01 Foundations & Hazard-Study Framework

- Aims and essential features of HAZOP
- Hazard study stages HS0–HS7; HAZID checklist
- Workshop: hazard-study stages for a sample project

02 HAZOP Method & Core Concepts

- Purpose, features, limitations
- Design intention; guide words & parameters; deviations; causes
- Workshop: deviations and causes

03 Analysis & Risk Evaluation

- Consequences; safeguards; qualitative risk ranking
- Recommendations; worksheets; completing the analysis; full walkthrough
- Workshop: partial HAZOP

04 Organizing, Executing & Recording

- Scope & boundaries; team roles (leader, scribe, members); preparation
- Sessions, response review, report sign-off, follow-up & MOC
- Recording formats; software tools; auditing a HAZOP; role-play

05 Advanced Topics & Applications

- Competency requirements; company procedures
- Computer-controlled processes; human factors; HAZOP → LOPA
- Modifications, HAZOP-by-difference, existing plants & revalidation
- Procedures, pilot plants, interconnections, start-up/shutdown, (de)commissioning
- Final end-to-end case study and assessment

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Hospital Major Incident Management

DURATION
2 days

PROGRAM TYPE
Professional Course

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

Prepare hospitals to respond to major incidents. Using an all-hazards approach, participants learn preparation and planning, command and control, communication and radio procedures, triage, treatment and transport, and apply them in a tabletop exercise.

Who should attend

- Hospital emergency, medical, nursing and management staff

Learning objectives

- Apply an all-hazards approach to major incident management
- Organise command & control, communication, triage, treatment and transport

Detailed content

- What is a major incident? Health-service response
- Preparation and planning
- Command and control
- Communication; radio procedures workshop
- Triage, treatment and transport
- Practical exercise without casualties (tabletop / field)

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

HSE Certification Exam Preparation (CHMM, CHST)

DURATION
- 5 days CHMM review
- 2 days CHST study session

PROGRAM TYPE
Certification Prep

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

Focused review sessions for two international safety and environmental credentials: the IHMM Certified Hazardous Materials Manager and the BCSP Construction Health and Safety Technician. Each covers the exam domains, practice questions and readiness self-assessment.

Who should attend

- Environmental and construction-safety professionals preparing for IHMM CHMM or BCSP CHST

Learning objectives

- Review exam domains and practise questions
- Assess readiness with self-assessments

Detailed content

01 CHMM Review

- RCRA hazardous waste; chemistry & radiation basics
- Toxicology, PPE, hazard communication, confined spaces
- CAA, CWA, CERCLA, SARA, EPCRA
- Risk assessment; site assessments & audits; ethics; community relations
- Treatment processes; landfill design

02 CHST Study Session

- Exam blueprint & domains; program management; professional responsibility; sample questions; self-assessment

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Completion (exam preparation).
CREDENTIAL EXAM	The CHMM / CHST credential is awarded by IHMM (CHMM) and BCSP (CHST). Candidates confirm eligibility and register for the exam directly with IHMM / BCSP.

HSE Technical Short Courses

DURATION 1–4 days Per topic

PROGRAM TYPE Technical

LANGUAGE EN / AR

DELIVERY In-house · Public · Online

Program overview

A menu of focused safety and occupational-health courses based on internationally recognised practice (OSHA, NFPA, NIOSH) and adapted to Egyptian requirements and ISO 45001. Organisations can select single topics – from accident investigation to process safety – or combine them into a certificate.

Who should attend

- HSE professionals, supervisors, engineers and managers in general industry and construction

Learning objectives

- Apply recognised safety practices for specific hazards
- Use OSHA standards as international good-practice references alongside Egyptian law and ISO 45001

Detailed content

01 Advanced Safety Management (3 d)

- Safety manager roles; management principles; cross-cultural issues; accountability; safety leadership; behavioural safety; recognition; insurance; substance-abuse programs; regulatory issues; preplanning; crisis management; training; accident investigation; leading indicators

02 Air Sampling Fundamentals (1 d)

- Purposes; contaminant types; sampling techniques & equipment; calibration; TWA calculation; interpreting lab results

03 Introduction to Accident Investigation (1 d)

- Six-step process; preserving scenes; interviews; sequence of events; causes; recommendations; report writing; recordkeeping

04 Combustible Dust Hazards (2 d)

- Core concepts; recognising hazards; explosion pentagon; prevention & mitigation; NFPA 660 (formerly 652/654); hazardous-location classification; human factors

05 Noise Evaluation & Control (2 d)

- Properties of sound; NIHL; standards; sound level meter & dosimeter labs; noise control; hearing protectors; hearing conservation program

06 Introduction to Safety & Health Management (1–2 d)

- Management leadership & employee involvement; worksite analysis; hazard prevention & control; training; program evaluation (aligned to ISO 45001)

07 Hazardous Materials (3 d)

- Flammable liquids; compressed gases; LP gas; cryogenics; spraying & dipping; electrical; PSM; HAZWOPER; confined space; welding; ammonia

08 Lockout/Tagout (1 d)

- Energy control program; procedures; training; periodic inspections; application (29 CFR 1910.147 / ISO 14118)

09 Crane Standards, Rigging & Signaling (3 d)

- Operator qualification; operation; inspections; standards; power-line safety; tower cranes; assembly/disassembly; signaling; rigging; critical lift plans

10 Industrial Hygiene (3 d)

- Health standards & exposure limits (OSHA PELs, ACGIH TLVs, Egyptian limits)
- Air contaminant sampling lab; detector tubes
- Hazard communication (GHS); hazardous waste; asbestos; bloodborne pathogens
- Noise; respirators; ventilation; workplace health program elements; hazard-recognition workshop

11 Safe Patient Handling – Ergonomics in Healthcare (1 d)

- Ergonomics process; risk factors in patient handling
- Identifying problem jobs; patient assessment protocols
- Work-practice and engineering solutions (lifts, transfer aids)

12 Safety Management System Excellence – VPP-style (3 d)

- World-class S&H management systems; ISO 45001 vs OSHA VPP
- Management leadership & employee involvement; worksite analysis
- Hazard prevention & control; training; effective committees; assessment techniques; case study

13 OSH Standards for Construction (4 d)

- Safety programs; recordkeeping; HazCom; health hazards; PPE; fire protection
- Materials handling; tools; welding; electrical; scaffolding; fall protection
- Cranes & rigging; vehicles; excavation; concrete; underground; demolition; hazard-recognition workshop; test

14 OSH Standards for General Industry (4 d)

- Means of egress & fire protection; PPE; materials handling; electrical
- HazCom; industrial hygiene intro; machine guarding; LOTO
- Walking-working surfaces; recordkeeping; ergonomics; hazard-recognition workshop; test

15 PSM – Process Hazard Analysis (3 d)

- Critical requirements of an effective PHA; consequences of poor PHAs
- What-if/checklist, HAZOP, FMEA, FTA; P&IDs; failure modes; human factors; facility siting
- Leading and documenting a PHA; follow-up; revalidation; SIL & LOPA basics (IEC 61511)

16 PSM of Highly Hazardous Chemicals (3 d)

- Application & exclusions; process safety information
- Mechanical integrity; PHA; MOC; operating procedures; safe work practices
- Contractors; emergency preparedness; incident investigation; audits; trade secrets; EPA RMP

17 Safety & Health Management Certificate (bundle)

- Certificate built from core + elective HSE courses above; completion within a defined period

18 Grain Handling Safety (1–2 d)

- Grain handling hazards; safe bin entry (engulfment, atmospheres)
- Grain dust explosions; machine, fall & electrical hazards; program administration; case studies

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Human Performance: Understanding Human Error

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
2 days	Professional Course	EN / AR	In-house · Public · Online

Program overview

Understand why people make errors and how organisations can prevent them. Participants learn the principles of human performance, error precursors, latent conditions versus active triggers, bias-free investigation and the influence of culture and leadership.

Who should attend

- Safety managers, operations managers, HR managers in all industries

Learning objectives

- Apply the five principles of human performance
- Differentiate latent conditions from active triggers
- Use human-error understanding in incident investigation and prevention

Detailed content

01 Principles

- Five principles of human performance
- Precursors of human error
- Organizational influences on behaviour

02 Investigation

- Role of human error in incident investigations
- Avoiding investigative biases
- Effective investigative questioning

03 Culture & Leadership

- Impact of organizational culture
- How leadership influences human performance
- Performance coaching techniques
- Characteristics of a learning organization

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Instructional Techniques for OSH & Environmental Professionals

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
3 days	Professional Course	EN / AR	In-house · Public · Online

Program overview

Design and deliver effective safety, health and environmental training. Participants conduct needs and task analysis, write measurable objectives and tests, choose methods and media, evaluate training and deliver a practice presentation.

Who should attend

- Safety, health and environmental trainers and coordinators

Learning objectives

- Conduct needs and task analysis
- Write measurable objectives, tests and checklists
- Select instructional methods and media; evaluate and document training

Detailed content

- Needs analysis & task analysis
- Goal statements and measurable objectives; criterion-referenced tests
- Instructional strategies, methods and media
- Preparing exercises with written instructions
- Evaluating training programs; managing & documenting training
- 15-minute practice presentation

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Introduction to Process Safety Management (PSM)

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
3 days	Technical	EN / AR	In-house · Public · Online

Program overview

An introduction to Process Safety Management for highly hazardous chemicals. The course explains why PSM exists, where it applies, and each of the 14 elements – from process safety information and PHA to MOC, mechanical integrity, incident investigation and audits.

Who should attend

- HSE officers; process & chemical engineers
- Operations, production, maintenance & reliability staff
- Plant managers & supervisors; QA; compliance & risk managers
- Contractors in process facilities

Learning objectives

- Summarise OSHA 29 CFR 1910.119 and CAAA Section 304 requirements
- Describe the 14 PSM elements
- Explain PHA steps and methods
- Describe MOC, PSSR, mechanical integrity, hot work, incident investigation and emergency response

Detailed content

01 Module 1 – Why PSM

- Major accidents record; OSHA response; Clean Air Act Amendments; benefits

02 Module 2 – Applicability

- What is a 'process'; targeted industries; exemptions; reducing risk

03 Module 3 – Process Safety Information

- Chemical hazards; process technology; BFD, PFD, P&ID; equipment

04 Module 4 – Process Hazard Analysis

- PHA steps, prioritisation, methods (What-if, checklist, HAZOP, FMEA, FTA)
- PHA team; findings; revalidation

05 Module 5 – Operating Procedures

- Requirements, elements, annual review

06 Module 6 – Employee Participation & Training

- Employee involvement; initial & refresher training; documentation

07 Module 7 – Contractors & Pre-Startup Safety Review

- Employer & contractor responsibilities; PSSR

08 Module 8 – Mechanical Integrity & Hot Work

- MI program, inspection & testing, deficiencies; hot-work permits

09 Module 9 – MOC, Investigation, Emergency Response, Audits, Trade Secrets

- Management of change; incident investigation; emergency planning; compliance audits

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Leadership Excellence in Occupational Health & Safety

DURATION 5 days

PROGRAM TYPE Executive Program

LANGUAGE EN / AR

DELIVERY In-house · Public · Online

Program overview

An executive programme that shows leaders how their behaviour drives safety performance. It covers safety leadership, culture maturity, integrating H&S into strategy, workforce engagement, risk-based decisions and governance using leading indicators.

Who should attend

- CEOs, directors, general managers, department heads, operations & plant managers, senior leaders

Learning objectives

- Demonstrate leadership behaviours that improve H&S performance
- Build and sustain a positive safety culture
- Integrate H&S objectives into business strategy (ISO 45001 clause 5)
- Apply risk-based thinking and monitor performance with leading indicators

Detailed content

01 Leadership Foundations for H&S Excellence

- Strategic value of H&S leadership; cost of poor leadership; major-incident cases
- Leadership vs management; safety vision; visible leadership; accountability
- Workshop: assessing current leadership effectiveness

02 Safety Culture & Organizational Direction

- Characteristics and maturity models of safety culture
- Influencing behaviour; trust and engagement
- Integrating H&S into strategy; objectives and KPIs; workshop: culture roadmap

03 Workforce Engagement & Consultation

- Participation mechanisms; consultation; reporting without fear or blame
- Safety conversations, meetings, leadership walkabouts; feedback

04 Risk-Based Leadership & Decisions

- Risk-based thinking; strategic vs operational risk; emerging challenges
- Resources and competence; managing change; crisis decision-making
- Executive risk-review simulation

05 Performance Evaluation & Continual Improvement

- Oversight and governance; leading & lagging indicators
- Learning from incidents & near misses; leadership reviews
- Personal leadership action plan; executive commitment statement

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Lean & Safe: Safety-Integrated Process Improvement

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
2 days	Workshop	EN / AR	In-house · Public · Online

Program overview

Improve productivity and safety at the same time. Participants learn to map processes and safety outcomes together, identify waste and hazards concurrently, and implement and sustain safety-integrated improvements through simulation.

Who should attend

- HSE professionals, process-improvement specialists, industrial engineers, managers

Learning objectives

- Improve production processes and safety outcomes together
- Apply safety metrics to VSM
- Identify safety waste and sustain lean-and-safe improvements

Detailed content

- Introduction to safety-integrated process improvement
- VSM for processes and safety outcomes
- Identifying waste and hazards concurrently
- Implementing and sustaining improvements
- Leading a lean and safe organization; simulation

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Managing Environmental Compliance

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
2 days	Professional Course	EN / AR	In-house · Public · Online

Program overview

Know and manage your environmental obligations. The course reviews Egyptian environmental law, permits and EIA, waste, air, water and chemical storage requirements, spill prevention and ISO 14001, and shows how to build a practical compliance register.

Who should attend

- Environmental, HSE and plant managers

Learning objectives

- Identify environmental laws, regulations and permits that apply
- Build a compliance program and stay current with changes

Detailed content

- Egyptian Environmental Law 4/1994 (as amended) and executive regulations; EEAA permits & EIA
- Waste law 202/2020 – hazardous & universal waste
- Air emissions; industrial wastewater; storm-water & pollution prevention
- Hazardous chemical storage; spill prevention & containment
- Hazardous-materials transport
- Environmental register; EMS ISO 14001:2026; SDS; e-waste
- Legal considerations and case studies

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

NEBOSH International General Certificate (IGC) – Exam Preparation

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
10 days	Certification Prep	EN / AR	In-house · Public · Online

Program overview

Preparation for the NEBOSH International General Certificate in Occupational Health and Safety. The course follows the current two-unit structure – IG1 management of health and safety and IG2 risk assessment – with exam technique and support for the practical assignment.

Who should attend

- Supervisors, managers and safety officers
- Anyone starting a career in health and safety
- Staff needing an internationally recognised OH&S qualification

Learning objectives

- Explain how health and safety management systems work
- Identify and control common workplace hazards
- Carry out a workplace risk assessment
- Prepare for the IG1 examination and IG2 assignment

Detailed content

01 Unit IG1 – Management of Health & Safety

- Why we should manage workplace H&S
- How H&S management systems work and what they look like
- Managing risk – understanding people and processes
- H&S monitoring and measuring

02 Unit IG2 – Risk Assessment (practical)

- Physical and psychological health
- Musculoskeletal health
- Chemical and biological agents
- General workplace issues; work equipment; fire; electricity
- Workplace risk assessment assignment

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Completion (exam preparation).
CREDENTIAL EXAM	The NEBOSH International General Certificate credential is awarded by NEBOSH. Candidates confirm eligibility and register for the exam directly with NEBOSH through an accredited Learning Partner.

Occupational Safety & Health Standards

DURATION
- **3 days** Overview + first aid awareness
- **5 days** Advanced standards

PROGRAM TYPE
Technical

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

A broad OSH course built on OSHA general-industry standards. Participants learn to select applicable standards, identify and evaluate hazards, prepare inspection checklists and apply safe practices for confined spaces, heights, machinery, energy isolation and chemicals.

Who should attend

- Workers, supervisors and OSH engineers in factories, workshops, buildings, schools, oil & gas and power facilities
- Maintenance & facilities engineers
- Anyone wanting OSHA-aligned training

Learning objectives

- Select the OSHA standards (29 CFR 1910) that apply to a hazard
- Identify, analyse and evaluate workplace risks
- Prepare inspection checklists
- Apply safe practices for confined spaces, heights, machinery, energy isolation and hazardous materials
- Know the elements of a successful safety & health program and recordkeeping
- Prepare for emergencies and give basic first aid

Detailed content

01 OSHA & Legislation
- OSHA, scope & general industry standards
- Most frequently cited standards
- OSHA recordkeeping

02 Workplace Hazards
- Means of egress & fire protection; extinguishers
- Electrical safety
- Walking-working surfaces
- Machine guarding
- Lockout/tagout (hazardous energy control)
- Hazardous (classified) locations

03 Equipment & Operations
- Scaffolding
- Forklifts & material handling
- Manual handling & ergonomics
- Welding & cutting
- Radiation safety
- Confined spaces

04 Chemicals
- Hazard communication (GHS)
- Flammable & combustible liquids
- Compressed gas cylinders
- PPE

05 Occupational Health (5-day)

- Industrial hygiene & pollutants
- Hearing conservation
- Occupational diseases & injuries
- Pre-employment & periodic medical examinations
- Health promotion & OH team

06 Risk & Emergency

- Facility risk assessment & risk plan
- Assembly points
- Hazard-violation workshop

07 First Aid

- When to call emergency services
- Principles of treatment
- Head injuries; recovery position

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Occupational Safety & Health Techniques and HVAC Commissioning

DURATION
4 days

PROGRAM TYPE
Technical

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

Combine workplace safety management with HVAC commissioning essentials. Participants compare OSH management systems, develop competence, control, co-operation and communication, plan fire safety, and learn HVAC fundamentals and commissioning.

Who should attend

- Safety & health representatives, facility managers, supervisors

Learning objectives

- Understand health & safety management systems
- Develop the 4 C's: competence, control, co-operation, communication
- Plan fire-fighting and fire safety
- Understand HVAC commissioning and maintenance essentials

Detailed content

01 Safety Management Systems

- ISO 45001 vs OSHA and other systems – commonalities & differences
- Planning, leading and documenting
- Management leadership & employee involvement
- Assessing system successes and deficiencies

02 Hazard Control

- Hazard prevention & control; safety training
- Failure modes analysis (FMEA)
- Human factors; contractor & worksite analysis

03 Fire Safety

- Fire-fighting plan; planning-team formation
- Safety leadership

04 HVAC

- Fundamentals of HVAC systems
- HVAC commissioning and maintenance

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

General Industry Safety Leadership (OSHA 30-Hour Content)

DURATION 4 days 30 hours

PROGRAM TYPE Technical

LANGUAGE EN / AR

DELIVERY In-house · Public · Online

Program overview

A 30-hour safety leadership programme built on OSHA general-industry content. Supervisors learn standards and responsibilities, hazard identification and control, hazardous materials, specialised topics such as confined spaces and welding, and recordkeeping.

Who should attend

- Safety officers, team leaders, operations managers, future safety leaders

Learning objectives

- Understand OSHA standards and employer responsibilities
- Identify and control workplace hazards
- Strengthen recordkeeping, incident reporting and safety culture

Detailed content

01 Foundations

- OSHA standards & regulatory framework; roles
- Safety leadership & accountability; safety & health programs

02 Hazard Identification & Control

- Walking-working surfaces; fall protection
- Electrical safety; lockout/tagout; machine guarding

03 Hazardous Materials

- Hazard communication & SDS (GHS)
- Flammable liquids; industrial hygiene; bloodborne pathogens; asbestos; HAZWOPER overview

04 Specialized Topics

- Permit-required confined spaces; welding & cutting
- Materials handling; ergonomics; emergency action plans

05 Compliance

- OSHA recordkeeping; incident reporting
- Process Safety Management fundamentals

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Principles of Ergonomics: Work-Related Musculoskeletal Disorders

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
3 days	Technical	EN / AR	In-house · Public · Online

Program overview

Reduce musculoskeletal disorders through good ergonomics. Participants learn work physiology and anthropometry, analyse manual lifting with the NIOSH equation, assess tasks with RULA and redesign jobs, workstations and tools.

Who should attend

- Safety, occupational-health, engineering and supervisory staff

Learning objectives

- Describe the impact of job and workplace design on health
- Identify risk factors for cumulative trauma disorders
- Analyse manual lifting and redesign jobs and workstations

Detailed content

- Work physiology; anthropometry
- Musculoskeletal and cumulative trauma disorders
- NIOSH lifting equation; manual lifting; back-injury control
- Heat stress
- RULA rapid upper-limb assessment; job hazard analysis; job observation
- Administrative and engineering controls; medical surveillance
- Team project: control strategies for videotaped jobs

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Safe Workplace – Warehouse Safety Culture

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
1 day	Awareness	EN / AR	In-house · Public · Online

Program overview

Build a safety culture in warehouse operations. Based on eight principles of workplace safety, the course covers management responsibility, safe work as a condition of employment, injury prevention, workplace audits and prompt corrective action.

Who should attend

- Entire warehouse workforce
- Warehouse supervisors and safety representatives

Learning objectives

- Understand safety risks in warehouse operations
- Identify and mitigate warehouse hazards
- Understand the role of the management safety team
- Apply a safety audit and action plan

Detailed content

- Safety is an ethical responsibility
- Safety culture; management responsibility
- Work safely; safety as a condition of employment
- Preventing injuries; workplace audits & prompt corrective action
- Safe warehouse operations

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

The Leader's Role in a World-Class Safety Culture

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
2 days	Executive Program	EN / AR	In-house · Public · Online

Program overview

Shift safety from a programme to a value. Leaders learn how safety thinking evolved, where their organisation sits on the culture maturity curve, how their words and actions shape behaviour, how to apply Just Culture and leading indicators, and how to run a safety Gemba walk.

Who should attend

- Senior managers and department heads
- H&S professionals
- Operations, engineering and maintenance leaders
- HR/OD managers; supervisors and team leaders

Learning objectives

- Articulate the components of a mature safety culture
- Locate the organization on the reactive-to-generative maturity curve
- Apply Just Culture principles and leading indicators
- Develop a personal 90-day safety leadership action plan

Detailed content

- Evolution of safety thinking (Safety-I/Safety-II, culture ladder)
- Leadership's role in shaping safety culture
- The language of safety leadership; communication, feedback, listening
- Building a risk-aware culture; Just Culture
- Leading vs lagging indicators
- Safety Gemba walk practice
- Personal commitment and action planning

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Topics in Occupational Health Management

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
2 days	Professional Course	EN / AR	In-house · Public · Online

Program overview

Explore occupational-health topics beyond traditional industrial hygiene: common health risks, employee health and wellness programmes, communicable-disease control, occupational-health risk management, and building the business case for environment, health and safety.

Who should attend

- General industry HSE, HR and management staff

Learning objectives

- Recognise the scope of occupational-health risks
- Manage employee health & wellness programs
- Build the business case for EHS

Detailed content

- Common occupational health risks
- Employee health and wellness programs; communicable disease control
- Occupational health risk management (workers' compensation & labour relations)
- Building the business case for EHS

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Maintenance & Engineering

Maintenance excellence, TPM, reliability and specialist engineering courses from switchgear to BIM.

Maintenance & Reliability | Engineering & Technical

10 PROGRAMS IN THIS GROUP – click a program to open it

F01	Breakdown Root Cause Analysis & Maintenance Management	3 days	150
F02	Lean Maintenance Management	4–5 days · 6 days	151
F03	Total Productive Maintenance (TPM)	9 days	153
F04	Acoustic & Flow-Induced Vibration	5 days	154
F05	Electrical Switchgear: Inspection, Maintenance & Troubleshooting	5 days	156
F06	Legal Aspects of Construction, Engineering & Safety	2 days	157
F07	Mastering Autodesk Revit: From Basics to BIM Leadership	8 days	158
F08	Revit for Formwork Modelling & Construction Planning	3 days · 5 days	159
F09	Substation Automation (IEC 61850)	5 days	160
F10	Systems Engineering Leadership, Decision Making & Problem Solving	3 days	161

Breakdown Root Cause Analysis & Maintenance Management

DURATION: 3 days

PROGRAM TYPE: Technical

LANGUAGE: EN / AR

DELIVERY: In-house · Public · Online

Program overview

Cut downtime by managing breakdowns systematically. Participants set maintenance policies and KPIs, classify equipment by criticality, analyse failures with 5 Why, 4M and FMECA, and build maintenance and spare-parts systems that prevent recurrence.

Who should attend

- Maintenance managers, engineers & supervisors
- Reliability engineers
- Production supervisors

Learning objectives

- Set maintenance vision, policies and KPIs (MTBF, MTTR, downtime)
- Classify equipment by criticality (ABC)
- Analyse breakdowns with 5 Why, 4M and FMECA
- Build a maintenance management and spare-parts system
- Control maintenance cost and share knowledge with one-point lessons

Detailed content

01 Maintenance Foundations

- Maintenance vision & mission
- Maintenance policies
- Maintenance KPIs: MTBF, MTTR, downtime, availability
- Equipment ABC/criticality classification

02 Root Cause & Systems

- 5 Why & 4M (fishbone) analysis
- Building a maintenance management system
- Spare parts management system design

03 Breakdown Management

- Breakdown deployment & analysis
- FMECA
- One-Point Lessons (OPL)
- Breakdown management process
- Maintenance cost

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Lean Maintenance Management

DURATION
4–5 days Core (35 h)
6 days With CMMS / SAP PM

PROGRAM TYPE
Professional Course

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

Apply Lean thinking to maintenance and move toward zero downtime. The course covers maintenance policies and KPIs, breakdown analysis, criticality, autonomous maintenance and CILT, skills matrices, maintenance information and spare-parts systems; the extended format adds CMMS / SAP PM.

Who should attend

- Production managers, engineers & supervisors
- Maintenance managers, engineers & supervisors

Learning objectives

- Apply Lean thinking to maintenance to move toward zero downtime
- Set maintenance vision, policies and KPIs
- Analyse breakdowns (5 Why, 4M) and classify equipment
- Implement autonomous maintenance and CILT
- Build maintenance information and spare-parts systems
- Improve production–maintenance communication

Detailed content

01 Foundations
- Lean introduction
- Maintenance vision & mission
- Maintenance policies

02 Analysis
- Breakdown deployment
- ABC criticality classification
- 5 Why & 4M
- OEE

03 Autonomous & Planned Maintenance
- Autonomous maintenance steps; abnormality tagging
- CILT (clean, inspect, lubricate, tighten)
- Assessing planned-maintenance cost & performance
- Predictive maintenance technologies

04 Systems
- Work-order cycle & types
- Maintenance information system
- Spare-parts management system
- Maintenance KPIs (MTBF, MTTR, availability)
- Skill matrix & OPL
- Daily maintenance meeting

05 CMMS & Action Plan (6-day format)
- CMMS / SAP PM introduction
- Implementation action plan

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Total Productive Maintenance (TPM)

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
9 days In-house	Professional Course	EN / AR	In-house · Public · Online

Program overview

Implement Total Productive Maintenance across the eight pillars. Participants learn TPM losses and OEE, focused improvement, autonomous, planned and quality maintenance, training, early equipment management, office TPM and safety, moving from firefighting to proactive maintenance.

Who should attend

- Production & maintenance managers and engineers

Learning objectives

- Understand TPM history, losses and OEE
- Implement the 8 TPM pillars
- Apply operator-owner, maintainer-improver and engineer-innovator roles
- Measure TPM with OEE, MTBF and MTTR
- Move from firefighting to preventive, predictive and proactive maintenance

Detailed content

01 TPM Foundations
- History & overview
- Loss structure & equipment effectiveness (OEE, 6 big losses)

02 Pillar 1 – Focused Improvement (Kobetsu Kaizen)

03 Pillar 2 – Autonomous Maintenance (Jishu Hozen)

04 Pillar 3 – Planned Maintenance

05 Pillar 4 – Quality Maintenance

06 Pillar 5 – Training & Skill Development

07 Pillar 6 – Early Equipment Management

08 Pillar 7 – Office TPM

09 Pillar 8 – Safety, Health & Environment

10 TPM in Process Industries & Measurement
- OEE, MTBF, MTTR
- Roles: operator-owner, maintainer-improver, engineer-innovator
- Shop-floor exercises & OJT

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Acoustic & Flow-Induced Vibration

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
5 days	Technical	EN / AR	In-house · Public · Online

Program overview

Understand, assess and mitigate acoustic- and flow-induced vibration in piping and equipment. The course covers AIV/FIV fundamentals, Energy Institute guidelines and API practice, vibration analysis and diagnostics, mitigation design and real case studies from oil, gas and power.

Who should attend

- Mechanical, process & piping engineers (oil & gas, petrochemicals, power)
- Design engineers & project managers
- Maintenance & reliability professionals
- Safety & risk specialists
- Asset integrity staff

Learning objectives

- Understand FIV and AIV fundamentals
- Identify vibration causes in piping, vessels and equipment
- Apply Energy Institute AIV/FIV guidelines and API practice
- Analyse vibration risk with frequency analysis and simulation
- Select mitigation techniques and run risk-based assessments

Detailed content

01 Introduction to AIV & FIV

- Difference between AIV and FIV
- Failure case studies
- Standards overview (Energy Institute guidelines, API)

02 Flow-Induced Vibration

- Fluid dynamics fundamentals
- Vortex shedding, turbulence, pulsation
- High-risk areas
- Modelling & prediction

03 Acoustic-Induced Vibration

- Acoustic energy in piping
- Sources: high-velocity gas, relief/blowdown valves
- Screening & risk assessment
- Design modifications

04 Vibration Analysis & Diagnostics

- Monitoring & frequency analysis
- CFD & simulation tools
- Interpreting data to predict failure

05 Mitigation Strategies

- Supports, dampers, silencers, flow conditioners
- Reducing turbulence & resonance
- Maintenance strategies

06 Real-World Applications & Case Studies

- Industry case studies
- Workshop: assessing a complex piping system

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Electrical Switchgear: Inspection, Maintenance & Troubleshooting

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
5 days	Technical	EN / AR	In-house · Public · Online

Program overview

A technical course on LV, MV and HV switchgear and circuit breakers. Participants learn components and distribution configurations, breaker types, maintenance and testing to IEC 62271, protective relays, fault-current calculations and safe working practices.

Who should attend

- Engineers, supervisors and technicians operating and maintaining HV/MV/LV switchgear

Learning objectives

- Select and rate switchgear and circuit breakers
- Calculate fault currents
- Plan maintenance, testing and failure analysis
- Apply safe working practices

Detailed content

01 Module 1 – Electricity Components Overview

- Electrical safety rules
- Substation types; transformers, isolators, switches, breakers, relays, instrumentation

02 Module 2 – Distribution System Configuration

- Radial, loop, network, primary selective
- Standard device function numbers (IEEE C37.2)

03 Module 3 – Electrical Switchgear

- Principles and location
- LV metal-clad switchgear; MCCs
- LV breakers: classification, ratings, releases, tests
- Contactors and motor starters

04 Module 4 – Circuit Breaker Types

- Air, air-blast, oil, minimum-oil, SF6, vacuum
- Capacitive and inductive load switching

05 Module 5 – Maintenance

- Arc phenomena & interruption
- GIS, modern vacuum and SF6 switchgear
- Maintenance frequencies, inspection & testing, records

06 Module 6 – Testing (IEC 62271)

- Type, routine, installation, maintenance and factory tests

07 Module 7 – Ratings & Protection

- Protective relays; breaker-failure protection
- Surge protection; making/breaking capacity
- Short-circuit calculations

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Legal Aspects of Construction, Engineering & Safety

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
2 days	Professional Course	EN / AR	In-house · Public · Online

Program overview

The legal side of construction projects for engineers and managers. The course covers licensing and the engineer's role, FIDIC and public-procurement contracts, bidding, insurance and risk financing, retention and liquidated damages, and OSH, environmental and labour-law compliance.

Who should attend

- Senior management, engineers, architects, project managers, HR & risk managers, superintendents, safety managers

Learning objectives

- Understand licensing, qualification and the engineer's role
- Review construction contracts and insurance/risk financing
- Understand OSH, environmental and employment-law compliance on projects

Detailed content

- Licensing & qualification (Egyptian Engineers Syndicate requirements)
- Professional engineer's role in construction & safety; design for safety
- Construction contracts – FIDIC (2017 suite) and Egyptian Law 182/2018 on public contracts
- Pre-qualification and bid process
- Insurance & risk financing (CAR/EAR, performance bonds, wrap-up programs)
- Schedule, retention, liquidated damages
- OSH & environmental compliance; employment law

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Mastering Autodesk Revit: From Basics to BIM Leadership

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
8 days	Technical	EN / AR	In-house · Public · Online

Program overview

A hands-on Revit programme from first project to BIM coordination. Participants model architectural and structural elements, create families, produce documentation and schedules, collaborate through worksharing and linked models, and apply BIM execution planning to ISO 19650.

Who should attend

- Architects & interior designers
- Civil, structural & MEP engineers
- BIM modellers, coordinators and drafters
- Final-year architecture/engineering students; professionals moving to BIM

Learning objectives

- Use Revit across the BIM lifecycle
- Create architectural and structural models, families and documentation
- Collaborate via worksharing and linked models
- Apply BIM execution plans and ISO 19650 practices

Detailed content

01 Getting Started with Revit & BIM

- What is BIM; interface, templates, levels, grids; first project & views

02 Architectural Design Elements

- Walls, floors, roofs, ceilings, curtain systems; doors & windows

03 Families & Annotations

- Family types; parametric components; dimensions, tags, annotation

04 Documentation & Schedules

- Views, sections, elevations, 3D; schedules (room, door, quantity); sheets & publishing

05 Project Collaboration

- Worksharing: central & local files; linking disciplines; coordination tools

06 MEP & Structural Modelling

- Intro to MEP systems; beams, columns, reinforcement; cross-trade coordination

07 Advanced Tools & Visualization

- Design options, phasing, sun settings; topography & massing; walkthroughs & renderings

08 BIM Execution & Final Project

- Shared parameters & templates; BIM standards (ISO 19650) & BEP; final model review

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Revit for Formwork Modelling & Construction Planning

DURATION
3 days
5 days Extended practice

PROGRAM TYPE
Technical

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

Bring formwork planning into BIM. Participants model slab, wall, beam and column formwork in Revit, build reusable families for panels, props and supports, check clashes with structural models, and produce formwork drawings, schedules and quantities.

Who should attend

- Civil & structural engineers
- BIM technicians & drafters
- Site engineers & planners
- Professionals in concrete works & shop drawings

Learning objectives

- Use Revit for formwork planning
- Model slab, wall and column formwork in 3D
- Create reusable families for panels, props and supports
- Generate formwork drawings, schedules and quantities

Detailed content

01 Introduction & Formwork Modelling Basics

- Formwork types, components, site considerations
- Revit structural refresher; concrete elements; levels & grids
- System families for basic formwork; practice on a concrete frame

02 Custom Components & Detailing

- Parametric families: props, panels, clamps; scaffolding
- Nested families & shared parameters
- Clash detection with linked structural models; full slab formwork practice

03 Documentation & Site Preparation

- Annotating formwork plans, sections & 3D views
- Formwork schedules; material take-off & quantities
- Export to DWG, PDF, IFC; team coordination; final formwork package

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Substation Automation (IEC 61850)

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
5 days	Technical	EN / AR	In-house · Public · Online

Program overview

Work confidently on modern digital substations. Participants learn SAS architecture, IEDs, RTUs and SCADA, IEC 61850 GOOSE, sampled values and MMS, protection and control logic, cybersecurity to IEC 62351, and SAS design, FAT and SAT, with hands-on labs.

Who should attend

- Electrical engineers & technicians in T&D substations
- Protection & control engineers
- SCADA & automation specialists
- Integration & commissioning engineers; utility operators

Learning objectives

- Explain Substation Automation System (SAS) architecture and components
- Configure and integrate IEDs, SCADA and protocols
- Apply IEC 61850 GOOSE, SV and MMS
- Implement cybersecurity measures (IEC 62351)

Detailed content

01 SAS Foundations

- Traditional vs digital substations; IEDs, RTUs, PLCs, gateways; SCADA role
- Hands-on: IED configuration tools

02 Communication & IEC 61850

- Station, bay, process levels; GOOSE, Sampled Values, MMS
- IEC 60870-5, DNP3, Modbus comparison; GOOSE simulation

03 Protection, Control & Monitoring

- Protection schemes with IEDs; switching, interlocking, remote operation
- Event/alarm management; disturbance recording; protection logic lab

04 Cybersecurity & Data Integration

- IEC 62351, NERC-CIP, IEC 62443; event logs & fault analysis
- Condition monitoring & predictive maintenance; secure communication lab

05 Practical Application & Trends

- SAS design, FAT & SAT; smart-grid integration
- Digital twin, AI and IoT in substations

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Systems Engineering Leadership, Decision Making & Problem Solving

DURATION: 3 days

PROGRAM TYPE: Professional Course

LANGUAGE: EN / AR

DELIVERY: In-house · Public · Online

Program overview

Apply systems engineering to how you lead and decide. The course covers systems-engineering processes and life cycle, organising teams, managing complex projects and software, requirements and architecture, and structured methods for wicked problems, using case-study exercises.

Who should attend

- Engineers, scientists and managers dealing with complex systems

Learning objectives

- Apply systems engineering concepts to how you manage and lead
- Formulate complex problems and evaluate solutions with structured methods

Detailed content

01 Systems Engineering

- Introduction; leadership and SE; organizing & teaming
- SE tools & techniques; system life cycle
- Requirements and system architecture

02 Managing Complex Projects

- Project planning & risk management
- Managing complex software development
- SE processes & baseline management

03 Problem Solving

- Applied systems thinking; wicked problems
- Problem definition, solution generation
- Solution evaluation metrics & techniques
- Case-study exercises

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Operations & Production Management

Plan, control and improve production with modern operations management, MRP and resource planning.

Operations & Production Planning

4 PROGRAMS IN THIS GROUP – click a program to open it

G01	Advanced Production Management for Modern Manufacturing	9 days	163
G02	Basics of Modern Production Management	5 days	164
G03	Fundamentals of Operations Planning & MRP Systems	3 days · 5 days	165
G04	Operations & Production Management	10 days	167

Advanced Production Management for Modern Manufacturing

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
9 days	Professional Course	EN / AR	In-house · Public · Online

Program overview

An advanced programme for production leaders. Participants define and monitor production KPIs, explore Industry 4.0, apply industrial-engineering and ergonomics principles, strengthen production control, optimise labour and machine utilisation and use Lean tools to raise performance.

Who should attend

- Production managers, team leaders, engineers

Learning objectives

- Define and monitor production KPIs
- Apply Industry 4.0, IE and ergonomics principles
- Optimise labour & machine utilisation
- Apply Lean tools to production

Detailed content

01 Production Management & KPIs

- Overview; defining, setting and monitoring KPIs; actionable insights

02 Modern Manufacturing

- Industry 4.0 & smart manufacturing; sustainable practices

03 Industrial Engineering & Ergonomics

- IE principles; ergonomics; human factors

04 Production Control

- Fundamentals; managing variability; quality control in production

05 Labour & Machine Utilisation

- Labour optimisation; machine utilisation & maintenance; balancing resources

06 Performance Measurement & Lean

- Measuring performance; benchmarking; Lean tools for production

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Basics of Modern Production Management

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
5 days	Professional Course	EN / AR	In-house · Public · Online

Program overview

The fundamentals of modern production management. Participants link production strategy to business strategy, learn planning, forecasting and inventory basics, measure productivity with standard time, and find ways to cut lead time and raise service levels.

Who should attend

- Production planners
- Inventory & demand planners
- Production professionals

Learning objectives

- Develop production strategies that support business strategy
- Optimise inventory to meet service requirements
- Reduce lead time and increase fill rates
- Understand standard time and work measurement
- Understand forecasting and inventory basics
- Align production metrics with financial goals
- Manage variability in production

Detailed content

01 Supply Chain & Strategy

- What is supply chain management
- Manufacturing strategies (MTS, MTO, ATO, ETO)
- Lean manufacturing
- Just-in-Time

02 Planning

- Forecasting
- Master planning (S&OP, MPS)
- Material Requirements Planning (MRP)
- Capacity management & production activity control

03 Productivity

- OEE
- Time & motion study
- Standard Minute Value (SMV)

04 Inventory

- Inventory fundamentals
- Inventory management

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Fundamentals of Operations Planning & MRP Systems

DURATION
3 days
5 days Extended with workshops

PROGRAM TYPE
Professional Course

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

Plan production and materials with confidence. The course covers production planning and control functions, the master production schedule (PAB, ATP, RCCP), bills of materials, MRP logic, capacity and aggregate planning, and inventory basics including EOQ.

Who should attend

- Production & material planners
- Supply chain, sales & procurement staff
- Inventory & demand planners

Learning objectives

- Understand production planning & control functions
- Build and manage the Master Production Schedule (PAB, ATP, RCCP)
- Structure bills of materials
- Run MRP logic to create planned orders
- Plan capacity and aggregate production
- Apply inventory basics including EOQ

Detailed content

01 Production Planning & Control

- Objectives & functions of PPC
- Routing, scheduling, dispatching, follow-up

02 Master Production Schedule

- Creating a preliminary MPS
- Rough-Cut Capacity Planning (RCCP)
- Resolving differences & final MPS
- MPS table; Projected Available Balance
- Available-to-Promise (ATP)

03 Bill of Materials

- Definition & uses
- Types of BOM
- BOM information & benefits

04 Material Requirements Planning

- MRP inputs & gross-to-net logic
- Lot sizing & lead-time offsetting
- Planned orders & exception messages

05 Capacity & Aggregate Planning

06 Inventory Management

- Economic Order Quantity

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Operations & Production Management

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
10 days	Professional Course	EN / AR	In-house · Public · Online

Program overview

A comprehensive operations programme for production engineers and managers. Participants calculate standard time, forecast and plan production, manage materials, map value streams, find bottlenecks and apply OEE, TPM and standard work.

Who should attend

- Production engineers
- Production managers & supervisors

Learning objectives

- Calculate standard time
- Apply forecasting methods
- Plan production and the MPS
- Understand material management in production
- Map value streams and find bottlenecks
- Use OEE, TPM and standard work
- Communicate with maintenance and quality

Detailed content

01 Productivity & Equipment

- OEE
- TPM

02 Work Standards

- Time study & standard time
- Standard work & SOPs

03 Planning

- Forecasting methods
- Production planning
- Master production schedule
- Material management

04 Lean Production

- Lean basics & the 8 wastes
- Value stream mapping & takt time
- Bottleneck analysis

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Supply Chain, Logistics & Procurement

End-to-end supply chain: planning, inventory, warehousing, logistics, procurement and international certifications.

Supply Chain, Inventory, Warehousing & Procurement | International Supply Chain Certifications

31 PROGRAMS IN THIS GROUP – click a program to open it

H01	Advanced Resource Planning (MPS, MRP, CRP) with Primavera	5 days	170
H02	Advanced Warehouse & Spare Parts Management in the Oil & Gas Industry	3 days	171
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H04	Building the Lean Supply Chain Leader (Lean Supply Chain – Module 3)	3 days	174
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H17	Procurement Management	3 days	191

H18	Procurement Strategies	5 days	192 ›
H19	Spare Parts & Materials Management Program	8 days	194 ›
H20	Strategic Planning of Supply Chain Facilities	3 days	196 ›
H21	Supply Chain Excellence Pillars	2 days	197 ›
H22	Supply Chain Management Certificate (2 core + 2 elective courses)	10–15 days	198 ›
H23	Supply Chain Project Management: Vendor Selection & Management	3 days	199 ›
H24	Warehouse / Distribution Centre Layout	3 days	200 ›
H25	Warehouse Management	3 days · 5 days	201 ›
H26	World-Class Sales & Operations Planning (S&OP / IBP)	2 days	202 ›
H27	ASCM CLTD – Certified in Logistics, Transportation and Distribution (Exam Preparation)	5–6 days	203 ›
H28	ASCM CPIM – Certified in Planning and Inventory Management (Exam Preparation)	6 days	204 ›
H29	ASCM CSCP – Certified Supply Chain Professional (Exam Preparation)	6 days	206 ›
H30	CISCM® – Certified International Supply Chain Manager (IPSCMI Level 2)	5 days	207 ›
H31	CISCP® – Certified International Supply Chain Professional (IPSCMI Level 1)	5 days	209 ›

Advanced Resource Planning (MPS, MRP, CRP) with Primavera

DURATION: 5 days

PROGRAM TYPE: Technical

LANGUAGE: EN / AR

DELIVERY: In-house · Public · Online

Program overview

Advanced resource planning for complex, engineer-to-order manufacturing. Participants build MPS, MRP and CRP plans, load machines and prioritise jobs, level resources, track execution and integrate production plans with Primavera schedules.

Who should attend

- Resource/production planners, operations, project and supply-chain professionals in engineer-to-order manufacturing

Learning objectives

- Build MPS, MRP and CRP plans
- Load machines, prioritise jobs and level resources
- Integrate production plans with Primavera schedules

Detailed content

01 Planning Hierarchy

- Master Production Schedule; Material Requirements Planning; Capacity Requirements Planning

02 Shop-Floor Control

- Machine loading; job prioritisation; assigning machines
- Managing downtime; real-time tracking; feedback & reporting

03 Project & Resource Scheduling

- Gantt and critical path; resource levelling
- Integration with Primavera P6

04 Optimisation

- Scenario planning; data integration; cost management & control

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Advanced Warehouse & Spare Parts Management in the Oil & Gas Industry

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
3 days	Professional Course	EN / AR	In-house · Public · Online

Program overview

Run oil and gas spare-parts warehouses for reliability and cost. Participants classify spares (ABC, VED, FSN), set stocking parameters, manage obsolescence, apply Lean warehousing and 5S, design safe layouts and build KPI dashboards and a spare-parts strategy.

Who should attend

- Warehouse managers & storekeepers
- Supply chain, logistics & inventory control
- Procurement & materials management
- Operations & field services managers

Learning objectives

- Classify and manage spare parts by risk, value and consumption
- Apply lean tools (5S, visual management) in warehouses
- Optimise layout for flow and safety
- Improve inventory performance with KPIs and dashboards

Detailed content

01 Strategic Warehousing & Spare-Parts Inventory Control

- Role of warehousing in O&G; general vs spare-parts warehouses
- Challenges in harsh environments
- ABC, VED, FSN classification; Min-Max, EOQ, safety stock, ROP
- Spare-parts lifecycle & obsolescence; workshop

02 Lean Warehousing, 5S & Waste Elimination

- 7 wastes in internal logistics; 5S, visual management, kanban, poka-yoke
- Layout for flow & safety; storage systems (FIFO/FEFO zones)
- HSE risk management in O&G warehouses; 5S + Kaizen exercise

03 Performance, KPIs & Optimisation

- Fill rate, turns, obsolescence rate; cycle vs full counts
- Consignment & VMI; spares planning aligned to maintenance
- Rationalisation & cost reduction; dashboards; spare-parts strategy action plan

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Basics of Supply Chain Management

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
5 days 40 hours	Professional Course	EN / AR	In-house · Public · Online

Program overview

A complete introduction to supply chain management. Eight modules cover supply chain strategy, demand and forecasting, production planning, inventory, warehousing, procurement, logistics and performance measurement, showing how each function contributes to cost and service.

Who should attend

- Supply chain, logistics & purchasing staff
- Sales & marketing staff working with supply chain
- Planners: inventory, demand & production
- Production professionals

Learning objectives

- Understand the end-to-end supply chain and develop supply chain strategies that support business strategy
- Forecast demand and plan production (S&OP, MPS, MRP, capacity)
- Optimise inventory to meet service targets, cut lead time and raise fill rates
- Manage warehouses, procurement and suppliers
- Develop transportation and distribution strategies and control transport spend
- Link supply chain KPIs to company financial goals

Detailed content

01 1. Introduction to Supply Chain Management
- Supply chain concepts & flows
- Supply chain strategy & SCOR model

02 2. Demand Management & Forecasting
- Demand management
- Qualitative & quantitative forecasting
- Forecast accuracy

03 3. Production Planning
- S&OP & master planning
- MRP
- Capacity management & production activity control
- Just-in-Time / Lean

04 4. Inventory Management
- Inventory fundamentals
- ABC, EOQ, reorder point & safety stock

05 5. Warehouse Management
- Warehouse processes & layout
- Warehouse KPIs

06 6. Procurement Management
- Purchasing & quality
- Strategic supplier management & performance

07 7. Logistics Management
- Physical distribution
- Transportation strategy & cost
- Managing transport variability

08 8. Supply Chain Performance Measurement & Improvement

- SC KPIs linked to financial metrics
- Improvement approaches

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Building the Lean Supply Chain Leader (Lean Supply Chain – Module 3)

DURATION
3 days Module 3 of 3

PROGRAM TYPE
Professional Course

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

The third module of the Lean Supply Chain series, for leaders. Participants learn to lead the shift to Lean thinking, build a Lean culture using the House of Lean, practise go-see management and A3 thinking, and create leader standard work that sustains improvement.

Who should attend

- Supply chain & logistics managers
- Material, production-control & transportation managers
- Warehousing & purchasing managers

Learning objectives

- Lead the change from traditional to Lean thinking
- Build a Lean culture using the House of Lean
- Practise go-see management, A3 thinking and leader-as-teacher
- Create leader standard work and sustain continuous improvement

Detailed content

01 Lean Culture & Principles

- Building the Lean culture
- Lean principles deep dive (House of Lean)

02 A3 Thinking & Problem Solving

- A3 thinking
- Problem solving
- Teamwork

03 Leading Lean Change

- Lean & change management
- Building the Lean leader
- Leader standard work & go-see (gemba)
- Personal SWOT – lean leader A3

04 Sustaining

- Building & sustaining A3 thinking
- Sustaining true continuous improvement

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Building the Lean Supply Chain Problem Solver (Lean Supply Chain – Module 1)

DURATION
3 days Module 1 of 3

PROGRAM TYPE
Professional Course

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

The first module of the Lean Supply Chain series. Participants learn to think and talk Lean, identify waste across supply chain operations and use basic problem-solving tools to remove it at the root, reducing inventory, cost, space and lead time.

Who should attend

- Supply chain & logistics professionals
- Material, production-control & transportation managers
- Warehousing & purchasing managers

Learning objectives

- Think and talk Lean
- Identify operational waste across the supply chain
- Use basic problem-solving tools to remove waste at the root cause
- Reduce inventory, logistics cost, space and lead time

Detailed content

01 Lean Thinking

- Lean principles
- Challenging mental models

02 Lean Problem Solving

- Waste identification
- Root-cause tools
- PDCA

03 Applying Lean to Supply Chain Waste

- Inventory
- Logistics
- Space requirements
- Lead time

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Building the Lean Supply Chain Professional (Lean Supply Chain – Module 2)

DURATION
3 days Module 2 of 3

PROGRAM TYPE
Professional Course

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

The second module of the Lean Supply Chain series. Participants connect Lean to every supply chain function, apply pull and flow to cut total cost, replace economies of scale with economies of time, and apply Lean to transport, distribution and supplier management.

Who should attend

- Supply chain & logistics professionals
- Material, production-control & transportation managers
- Warehousing & purchasing managers

Learning objectives

- Connect Lean to supply chain functions using systems thinking
- Apply pull and one-piece flow to cut total supply chain cost
- Replace economies-of-scale thinking with economies of time
- Apply Lean to transportation, distribution and supplier management

Detailed content

01 Setting the Corporate Stage

- Systems thinking
- Total cost of the supply chain

02 Tactical Implementation

- Pull & one-piece flow
- Economies of time

03 Lean Transportation

04 Lean Distribution

05 Lean Supplier Management

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Effectively Managing Supply Chain Transformation Projects

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
3 days	Professional Course	EN / AR	In-house · Public · Online

Program overview

Deliver supply chain, ERP and WMS transformation projects successfully. Participants learn common project types, how to align stakeholders, build change and communication plans, assess readiness, design KPIs and manage risk through each phase.

Who should attend

- Supply chain & logistics managers
- Project/program managers of SC, ERP or WMS implementations
- Transformation office staff

Learning objectives

- Recognise common supply chain transformation project types
- Overcome cross-organisational alignment barriers
- Build change management and communication plans
- Assess executive alignment and team readiness
- Design KPIs and manage risk through each phase
- Plan testing, training, cut-over and go-live
- Measure customer impact and post-implementation performance

Detailed content

01 Foundations

- Types & elements of SCM transformation projects
- Barriers to cross-organisational alignment
- Executive alignment & team readiness

02 Change & Communication

- Building & executing a change management plan
- Communications plan
- Customer impact

03 Metrics

- Building & managing the right KPIs

04 Project Life Cycle

- Design, requirements & communication
- Development phase
- Testing cycles
- Training plan & training cycles
- Cut-over & conversion plan
- Go-live execution & risk

05 Case Studies

- A transformation failure
- A transformation success

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Essentials of FMCG Logistics

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
4 days	Professional Course	EN / AR	In-house · Public · Online

Program overview

The essentials of logistics in fast-moving consumer goods. The course covers FMCG logistics challenges, warehouse and inventory practices, route and load planning, last-mile delivery, demand and supplier lead times, WMS/TMS and IoT, and continuous improvement.

Who should attend

- Logistics, distribution & warehouse staff in FMCG
- Transport & fleet planners
- Supply chain supervisors

Learning objectives

- Understand the role, challenges and trends of FMCG logistics
- Improve warehouse, inventory and order-fulfilment practices
- Plan routes and loads and solve last-mile challenges
- Forecast demand and manage supplier lead times
- Use WMS/TMS, tracking and IoT
- Apply Lean and Kaizen to logistics

Detailed content

01 Understanding FMCG Logistics

- Significance of FMCG logistics
- Role in the FMCG supply chain
- Challenges & trends
- Aligning logistics with business objectives

02 Warehouse & Inventory

- Warehouse management in FMCG
- Inventory & SKU management
- Order fulfilment
- Exercise: improving warehouse & inventory practice

03 Transportation & Distribution

- Transport modes & strategies
- Route optimisation & load planning
- Last-mile delivery
- Case studies
- Exercise: route optimisation

04 Planning & Suppliers

- Demand forecasting
- Supplier relationships & lead time
- Just-in-Time

05 Technology

- Tracking, IoT & automation
- WMS & TMS
- Real-time shipment monitoring
- Case studies

06 Continuous Improvement

- Lean & Kaizen in logistics
- Team collaboration & KPIs
- Review

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Executive Diploma in Supply Chain Management

DURATION
15 days 3 modules × 5 days

PROGRAM TYPE
Diploma

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

An executive diploma in three modules: introduction to supply chain management, logistics and SCM, and global supply chains. Participants learn to plan, implement and control local and international supply chains and to manage global risks, with an assessment at the end.

Who should attend

- Supply chain, logistics & purchasing professionals and managers

Learning objectives

- Apply SCM concepts, techniques and tools
- Plan, implement and control local and international supply chains
- Understand global supply chain risks and resource scarcity

Detailed content

01 Module 1 – Introduction to SCM

- SCM concepts
- IS/IT in SCM
- Managing material flow
- SC relationships
- Cases
- Future challenges

02 Module 2 – Logistics & SCM

- Operations & SC strategy
- Supply management
- Logistics
- Forecasting
- S&OP
- Inventory
- Production
- SC information systems
- JIT/Lean

03 Module 3 – Global Supply Chain

- Global connectivity
- Environmental pressures
- Demand & supply uncertainty
- Global SC planning
- Seven forces of resource scarcity
- Global sourcing responses & mitigation

04 Assessment

- 50 MCQs per module, 1.5 h, pass mark 50%

Certificate & assessment

CERTIFICATE	Excellence Center Diploma
REQUIREMENTS	Completion of all modules and the final assessment or applied project.

Inventory & Supply Chain Management

DURATION
- **2 days** Effective stores management
- **5 days** Full course

PROGRAM TYPE
Professional Course

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

A practical course on materials and inventory management. Participants learn inventory systems and ABC analysis, forecasting, EOQ, reorder points and safety stock, purchasing and supplier management, warehouse record accuracy, Lean and agile practices and supply chain risk.

Who should attend

- Materials, inventory, purchasing, warehouse and planning staff

Learning objectives

- Apply inventory planning and stock-control methods
- Forecast demand and set EOQ, reorder points and safety stock
- Manage purchasing, suppliers and warehouse record accuracy
- Apply lean/agile practices and manage supply-chain risk

Detailed content

01 Materials & Supply Chain Fundamentals
- Scope and objectives of materials management; types of inventory
- Customer service; common problems; computerised applications

02 Inventory Planning & Stock Control
- Inventory systems; ABC classification and application

03 Forecasting
- Demand patterns; qualitative & quantitative models; forecast evaluation

04 Materials Planning & Control
- Inventory costs; EOQ; quantity discounts; lead-time control
- Min/max; reorder points; safety stock

05 Purchasing & Supplier Management
- Purchasing process & skills; supplier selection & evaluation
- Incoterms 2020; negotiation; SRM; contracts; procurement trends

06 Warehousing
- Objectives; inventory record accuracy; cycle counting

07 Lean, Agile & Risk
- Lean and agile supply chains; balancing both
- Supply-chain risk identification, mitigation, business continuity

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Inventory & Warehouse Management

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
3 days 18 hours	Professional Course	EN / AR	In-house · Public · Online

Program overview

Manage inventory and warehouses together. Participants classify and plan inventory, calculate order quantities, reorder points and safety stock, achieve record accuracy through cycle counting, and organise warehouse processes, equipment, layout and safety, with a simulation.

Who should attend

- Warehouse/DC operators, supervisors & managers
- Material, inventory & distribution planners
- Supply chain professionals

Learning objectives

- Classify, plan and control inventory to minimise investment without hurting service
- Calculate order quantity, reorder point and safety stock
- Achieve record accuracy through cycle counting and audits
- Organise warehouse processes, equipment, layout and safety
- Track inventory and warehouse KPIs

Detailed content

01 Inventory Management

- What inventory is: principles, types, flow, purpose, functions
- Locations & identification
- Classification & ABC analysis
- Life cycle & nature of inventory
- Costing, valuation & inventory in financial statements
- How much & when to order; safety stock
- Inventory control & cycle counting
- Inventory KPIs

02 Simulation

- Inventory replenishment & distribution game

03 Warehouse Management & Material Handling

- Warehouse processes & value-added services
- Material handling equipment & racking
- Warehouse IT / WMS
- Layout & design planning
- Warehouse safety
- Warehouse KPIs

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Inventory Planning & Management

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
2 days	Professional Course	EN / AR	In-house · Public · Online

Program overview

Use inventory strategically across the supply chain. Participants develop inventory strategies that support service levels, measure and improve inventory performance, manage variability, trade off inventory against transport and apply current forecasting practice.

Who should attend

- SC & logistics executives and managers
- Inventory planners & analysts
- Supply chain, industrial & process engineers
- Production & warehouse supervisors
- Purchasing & transportation managers
- Consultants

Learning objectives

- Understand the use of inventory throughout the supply chain
- Develop inventory strategies that support business strategy and service levels
- Measure and improve inventory performance
- Manage variability affecting inventory
- Trade off inventory and transportation costs
- Optimise inventory to meet service requirements
- Understand forecasting and inventory technology

Detailed content

01 Inventory Fundamentals

- Role & cost of inventory
- Information requirements

02 Planning

- Replenishment methods
- Positioning – deciding what to stock
- Rationalisation (SKU)

03 Forecasting

- Forecasting & demand sensing
- Forecasting & inventory technology

04 Performance & Trends

- Improving inventory performance & KPIs
- Planning trends & innovation

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Lean Inbound Logistics

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
3 days	Professional Course	EN / AR	In-house · Public · Online

Program overview

Design a lean inbound logistics network. Participants map the current network, calculate total logistics cost, design a future state with milk runs and optimised transport modes, and improve supplier management, material ordering, yard control and receiving.

Who should attend

- Supply chain, logistics, procurement & manufacturing directors and managers
- Process improvement leaders
- Logistics service providers & consultants

Learning objectives

- Map the current inbound logistics network
- Calculate total logistics cost
- Design a lean future-state network
- Improve flow through transport, supplier and material-planning techniques
- Develop milk runs and select transport modes
- Manage suppliers strategically

Detailed content

01 Strategic value of lean inbound logistics & total logistics cost

02 Getting started – current-state map

03 Lean logistics network design – desired state & implementation plan

04 Material ordering & supplier management

05 Lean logistics engineering & transport management

- Milk runs & mode selection

06 Yard control & material receiving

07 Implementing, sustaining & improving

08 Site visit – port / logistics facility

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Logistics & Supply Chain Management

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
5 days	Professional Course	EN / AR	In-house · Public · Online

Program overview

A broad programme on logistics within the supply chain. Topics include customer service and logistics, distribution channels, inventory, outsourcing and contracts, logistics costing, freight transport, warehouse and DC design, global issues and performance measurement.

Who should attend

- Logistics & supply chain managers and supervisors

Learning objectives

- Understand supply chain and logistics management and current strategies
- Link customer service and logistics
- Plan distribution channels and logistics organisation
- Manage outsourcing, contracts and logistics cost
- Understand freight transport modes and DC design
- Use ICT and KPIs to improve performance

Detailed content

01 Foundations
- Introduction to SC & logistics
- Current SC strategies
- Customer service & logistics
- Channels of distribution
- Planning framework & logistics organisation

02 Inventory in Supply Chains

03 Outsourcing & Contracts
- Trends & best practice
- Logistics contracts

04 Finance, Costing & Control

05 Freight Transport
- Industry development
- Road, rail, air & sea

06 Warehouse & DC Design

07 Global Issues & ICT
- Global SC & logistics issues
- ICT in supply chains

08 Performance Measurement & Optimisation

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Logistics Management

DURATION
3 days

PROGRAM TYPE
Professional Course

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

Advanced techniques for logistics practitioners. Participants design distribution networks, select modes and carriers, manage international shipping with Incoterms® 2020, run safe and technology-enabled warehouses and control inventory.

Who should attend

- Logistics staff with a sound basic knowledge seeking advanced techniques

Learning objectives

- Understand logistics' role and cost impact
- Design logistics networks and distribution strategies
- Select transport modes and carriers
- Manage international shipping, Incoterms® and documents
- Run warehouse operations safely and with technology (RFID)
- Manage inventory: replenishment, valuation, control (EOQ/EPQ)

Detailed content

01 Distribution

- Logistics fundamentals & costs
- Network design & planning
- Distribution strategies
- Transport & carrier selection
- Incoterms® 2020 & international trade
- Shipping documents & customs
- Performance measurement

02 Warehouse Management

- Role & key activities
- Operations
- Location & layout
- Resources & equipment
- Technology incl. RFID
- Safety, best practice & legislation

03 Inventory Management

- Purpose & life cycle
- Impact on the supply chain
- Positioning & coordination
- Aggregate inventory management
- Replenishment systems; EOQ/EPQ
- Valuation methods
- Stages of inventory control

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Material Planning & Inventory Management (Modular Program)

DURATION
5 days Per module
15 days All 3 modules

PROGRAM TYPE
Certificate Program

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

A modular programme in production and inventory management. Module 1 covers supply chain fundamentals, Module 2 master planning of resources – demand, S&OP and master scheduling – and Module 3 detailed scheduling, MRP, capacity and procurement. Clients choose one or more modules.

Who should attend

- Production, material & inventory planners
- Supply chain & operations staff

Learning objectives

- Increase knowledge of production and inventory management
- Forecast and manage demand
- Run S&OP and master scheduling
- Plan materials with MRP and capacity
- Manage suppliers and procurement plans
- Optimise inventory investment

Detailed content

01 Module 1 – Supply Chain Fundamentals (5 days)

- Introduction to SCM
- Forecasting
- Master planning
- MRP
- Capacity management & PAC
- Inventory fundamentals & management
- Physical distribution
- Quality & purchasing
- JIT

02 Module 2 – Master Planning of Resources (5 days)

- Business planning
- Demand forecasting & management
- Distribution planning
- S&OP
- Master scheduling & performance

03 Module 3 – Detailed Scheduling & Planning (5 days)

- Order planning & customer service
- Material planning information
- MRP mechanics & outputs
- Detailed capacity planning
- Supplier relationships & procurement plans

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Completion
REQUIREMENTS	Completion of all program modules and their assessments.

Procurement Management

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
3 days	Professional Course	EN / AR	In-house · Public · Online

Program overview

Run procurement as a value-adding function. Participants learn the end-to-end purchasing process, supplier selection and measurement, Incoterms®, payment terms and contracts, negotiation across cultures, and e-procurement and sustainable procurement.

Who should attend

- Procurement staff
- Project managers
- Finance & operations staff
- Government procurement officials

Learning objectives

- Understand procurement's role and value
- Run the purchasing process end to end
- Select, manage and measure suppliers
- Use Incoterms®, payment terms and contracts
- Negotiate including across cultures
- Apply e-procurement and sustainable procurement

Detailed content

01 Procurement Fundamentals

- Procurement basics & importance
- Purchasing process, types & functions
- Buyer–seller relationships
- Purchasing & competitiveness
- Purchasing strategies; insourcing vs outsourcing

02 Sourcing & Suppliers

- Specifications, RFQ/RFP & tendering
- Supplier selection & evaluation
- Supplier management & performance measurement
- Cost & price analysis

03 Commercial Terms

- Payment terms & Incoterms® 2020
- Contracting & contract management

04 Negotiation

- Negotiation
- International negotiation & cultural differences

05 Digital & Sustainable Procurement

- E-procurement
- Sustainable procurement (ISO 20400)
- Procurement KPIs; interface with inventory planning

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Procurement Strategies

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
5 days	Professional Course	EN / AR	In-house · Public · Online

Program overview

Strategic procurement for senior buyers and managers. The programme covers procurement's contribution to strategy, cost drivers, TCO and life-cycle costing, global sourcing and category management, supplier relationship management and procurement leadership and ethics.

Who should attend

- Senior procurement & supply chain professionals
- Managers in global sourcing
- Finance professionals on capital projects
- Project, contract & category managers
- Senior buyers

Learning objectives

- Recognise procurement's contribution to organisational objectives
- Apply the strategic procurement process
- Understand cost drivers, TCO and life-cycle costing
- Apply global sourcing and category management
- Manage supplier relationships and performance
- Lead procurement ethically and sustainably

Detailed content

01 Module 1 – Strategic Role of Procurement

- Evolution of procurement in the supply chain
- Trends & pressures
- Systems vs functional approach
- Strategic procurement process

02 Module 2 – Financial & Cost Impact along the Value Chain

- Budgeting & costing
- Fixed vs variable; contribution margin; direct vs indirect
- TCO & capital equipment life-cycle costing
- Bottom-line performance measurement

03 Module 3 – Global Sourcing & Category Management

- Strategic sourcing benefits
- Sourcing & critical supply strategies (Kraljic)
- Tactical vs strategic sourcing
- Strategic procurement plan
- Category management evolution & structures

04 Module 4 – Supplier Relationship & Performance Management

- Supplier selection implications
- Vendors into partners
- Supply base integration & development
- Metrics & SLA framework
- Incentives

05 Module 5 – Leadership & Ethics in Procurement

- Transformational leadership
- Strategic thinking organisations
- Promoting ethical behaviour
- Environmental & sustainable sourcing (ISO 20400)

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Spare Parts & Materials Management Program

DURATION
8 days 6–7 hours per day

PROGRAM TYPE
Professional Course

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

An integrated programme on spare parts and materials. Participants learn to prevent shortages and downtime, set stocking levels and manage obsolescence, forecast and plan with MRP, streamline procurement and control inventory through reports, data analysis and cycle counting.

Who should attend

- Materials managers & planners
- Maintenance professionals
- Procurement professionals
- Production engineers & managers
- Warehouse managers
- Supply chain & quality engineers

Learning objectives

- Manage spare parts to prevent shortages and reduce downtime
- Forecast material needs and run MRP/MPS
- Set stocking levels (criticality, ROP, safety stock, EOQ) and manage obsolescence
- Streamline procurement: needs assessment, vendor selection, buying methods
- Improve inventory accuracy with cycle counting
- Use KPIs and data to drive decisions and cut cost

Detailed content

01 Lean Maintenance & Spare Parts Management

- Lean principles in maintenance
- TPM's role in reducing downtime
- Spare parts in ERP: coding, data management, reporting
- Critical, insurance & low-risk spares
- Stocking strategies: ROP, safety stock, EOQ
- Refurbishment & rebuild of rotating spares

02 Spare Parts Stocking Decisions & KPIs

- KPIs: turnover, stock accuracy, lead time, cost per order, service level
- KPI dashboard
- Equipment criticality → stock levels
- Critical / non-critical / non-stock items
- Obsolete & slow-moving parts
- Workshop: stocking exercise

03 Procurement Management

- Procurement process: needs, sourcing, selection, contracts
- Vendor selection & performance evaluation
- Buying methods: direct, tenders, blanket orders
- Negotiation & supplier relationships
- Workshop: vendor selection role-play

04 Needs Assessment & Procurement Planning

- Needs from production & maintenance schedules
- Procurement plans & cost optimisation
- Long-term supplier relationships

05 Material Management – Forecasting & Planning

- Forecasting techniques
- MRP principles & integration with production planning

06 Scheduling & Inventory Control

- Master Production Schedule
- Inventory control: JIT, EOQ, ROP
- Inventory types incl. spares
- Stockroom layout & stock control

07 Reports, Data Analysis & Cycle Counting

- Data analysis for inventory & procurement
- Fast/slow/obsolete movement analysis
- Cycle counting
- Continuous improvement with Kaizen & RCA

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Strategic Planning of Supply Chain Facilities

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
3 days	Professional Course	EN / AR	In-house · Public · Online

Program overview

Plan major facility investments step by step. Participants link facility plans to supply chain strategy, design networks and select sites, apply Systematic Layout Planning and handling analysis, estimate space and capacity and build a master site plan.

Who should attend

- Senior executives
- Plant & distribution centre managers
- Supply chain directors & managers
- Industrial & plant engineers

Learning objectives

- Plan major investments in capacity and facilities step by step
- Integrate layout, handling, communications, utilities and building design
- Estimate space and capacity; evaluate automation
- Link facility plans to business and supply chain strategy
- Speed up planning of expansions and avoid oversights on capital projects

Detailed content

01 Facilities & supply chain strategy

02 Supply chain network design

03 Site location & selection

04 Systematic Layout Planning (SLP) & facility layout

05 Systematic handling analysis

06 Integrating the major facility components

07 Estimating capacity & space

08 Master site planning

09 Team presentations

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Supply Chain Excellence Pillars

DURATION
2 days

PROGRAM TYPE
Workshop

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

A concise programme on the pillars of supply chain excellence: fundamentals and core KPIs, supply chain-driven business transformation, performance management that links supply chain to financial results, and Lean Six Sigma for continuous improvement.

Who should attend

- Supply chain/operations managers, supervisors, business & operational excellence professionals

Learning objectives

- Understand supply-chain excellence pillars
- Link supply chain strategy with business transformation
- Measure performance with the right KPIs and apply CI tools

Detailed content

01 Supply Chain Fundamentals

- End-to-end view; roles in cost, quality, delivery
- Core KPIs: OTIF, inventory turns, cost-to-serve, cash-conversion cycle
- Maturity quick diagnostic

02 Business Transformation

- Digital disruption, sustainability, resilience
- Aligning SC and business strategy; cases; transformation drivers

03 Performance Management

- Balanced Scorecard, OKRs vs KPIs
- Linking SC KPIs to ROI, working capital, profitability; benchmarking
- Workshop: mini KPI dashboard

04 Continuous Improvement & Action Planning

- Lean & Six Sigma in supply chains; Kaizen & PDCA
- Quick wins vs long-term; roadmap and group presentations

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Supply Chain Management Certificate (2 core + 2 elective courses)

DURATION
10–15 days 2 core + 2 elective courses

PROGRAM TYPE
Certificate Program

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

Build a personalised Excellence Center Supply Chain Management Certificate. Participants complete two core courses and two electives from the supply chain portfolio, combining a broad foundation with specialisation in planning, inventory, warehousing, logistics or procurement.

Who should attend

- SC & logistics executives, managers, engineers, analysts, planners and consultants

Learning objectives

- Build cross-domain supply chain understanding and specialise in chosen areas
- Earn an Excellence Center Supply Chain Management Certificate

Detailed content

01 Core courses (suggested)

- Basics of Supply Chain Management (BSCM)
- Inventory Planning & Management (INV-PLAN)

02 Electives (choose two)

- Logistics Management
- Procurement Strategies
- Lean Supply Chain modules 1–3
- Strategic Planning of SC Facilities
- SC Transformation Projects
- SC Project Management: Vendor Selection

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Completion
REQUIREMENTS	Completion of all program modules and their assessments.

Supply Chain Project Management: Vendor Selection & Management

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
3 days	Professional Course	EN / AR	In-house · Public · Online

Program overview

Manage the selection of 3PLs and supply chain software as a project. Participants define requirements, run RFI/RFQ/RFP, use decision matrices, understand the WMS, TMS and ERP landscape, and manage contracts and vendor performance.

Who should attend

- Supply chain, IT & procurement managers selecting 3PLs or SC systems
- Project managers of SC selection projects

Learning objectives

- Recognise types of supply chain selection projects
- Align stakeholders through the project
- Define requirements and run RFI/RFQ/RFP
- Use decision matrices for objective selection
- Understand the 3PL and SC software landscape (WMS, TMS, OMS, ERP; cloud vs on-premise)
- Manage contracts, vendor performance, legal and ethical issues

Detailed content

01 PMBOK integration & procurement focus areas

02 Managing a supply chain selection project

- Benchmarking solutions

03 Market overview

- 3PL market
- SC solution providers
- Cloud vs on-premise & pricing

04 Requirements & RFx

- Requirements planning & stakeholder interviews
- RFI, RFQ, RFP
- Managing the RFP process

05 Selection

- Decision theory & matrices
- Best practices & pitfalls

06 Contract & Vendor Management

- Contract administration
- Legal & ethical considerations

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Warehouse / Distribution Centre Layout

DURATION
3 days

PROGRAM TYPE
Technical

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

Design warehouse and DC layouts that raise throughput and cut handling cost. Participants apply Systematic Layout Planning, profile inventory, select handling and storage equipment, estimate space and evaluate alternative layouts on cost and intangibles.

Who should attend

- Industrial engineers & systems analysts
- Warehouse supervisors & DC managers
- Logistics & SC planners
- Teams planning new or expanded facilities

Learning objectives

- Improve throughput with Systematic Layout Planning
- Reduce handling cost in storage and order picking
- Group materials for efficient handling and storage
- Plan expansions and new facilities
- Evaluate alternative layouts on cost and intangibles

Detailed content

01 Approaches & fundamentals of layout planning

02 Systematic Layout Planning (SLP)

03 Profiling & inventory analysis

04 Handling & storage equipment

05 Classical layouts & flow patterns; flow of materials

06 Estimating space

07 Material handling methods

08 Evaluating alternatives (cost & intangibles)

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Warehouse Management

DURATION
3 days
5 days With inventory & SC integration

PROGRAM TYPE
Professional Course

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

Best-practice warehouse management. Participants learn the warehouse's role in the supply chain, Lean warehouse processes, equipment and WMS technology, design and safety, and building a KPI dashboard; the 5-day format adds inventory strategy and supply chain integration.

Who should attend

- Warehouse & distribution professionals
- Procurement staff & buyers

Learning objectives

- Understand the warehouse's role in the end-to-end supply chain
- Apply best-practice and Lean warehouse processes
- Develop an inventory strategy using SKU segmentation
- Use IT/WMS for visibility
- Build a performance management program and KPI dashboard

Detailed content

01 Warehousing Fundamentals

- Introduction & management
- Processes & capabilities
- Challenges: planning, scheduling, cross-functional activities

02 Equipment & Technology

- Material handling equipment
- Warehouse IT/WMS

03 Design & Safety

- Locating & structuring the warehouse
- Layout
- Safety

04 Inventory & Integration (5-day)

- Inventory management & SKU segmentation
- Logistics & supply chain integration

05 Performance & Improvement

- Productivity metrics & executive KPI dashboard (5-day)
- Lean in the warehouse
- Continuous improvement & best practices

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

World-Class Sales & Operations Planning (S&OP / IBP)

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
2 days	Workshop	EN / AR	In-house · Public · Online

Program overview

Build a world-class Sales and Operations Planning process. Participants learn the monthly S&OP cycle – product, demand, supply, reconciliation and executive review – roles and KPIs, the move toward Integrated Business Planning, and experience a simulated S&OP cycle.

Who should attend

- COOs; supply chain, sales, marketing & finance executives
- Demand/supply planners; procurement; manufacturing planners; consultants

Learning objectives

- Explain why a company needs an S&OP cycle
- Apply success principles and define roles in the monthly cycle
- Use technology to advance S&OP toward Integrated Business Planning

Detailed content

- Defining S&OP before adopting technology; value-based vs reality-based S&OP
- Integration with operational planning; S&OP maturity
- Monthly cycle: product review, demand review, supply review, pre-S&OP (reconciliation), executive S&OP
- Roles, outputs and KPIs (forecast accuracy, bias, service, inventory)
- Technology-enabled S&OP and IBP; simulated S&OP cycle

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

ASCM CLTD – Certified in Logistics, Transportation and Distribution (Exam Preparation)

DURATION 5–6 days ≈40 hours

PROGRAM TYPE Certification Prep

LANGUAGE EN / AR

DELIVERY In-house · Public · Online

Program overview

Preparation for the ASCM CLTD credential. The course covers logistics strategy, network design, sustainability and reverse logistics, capacity and demand, order, inventory and warehouse management, transportation and global logistics, with practice questions.

Who should attend

- Logistics, transportation & distribution professionals
- Warehouse & distribution managers
- Supply chain professionals seeking ASCM certification

Learning objectives

- Improve distribution inventory management
- Develop and monitor warehouse performance metrics
- Identify and mitigate logistics and transport risk
- Manage and execute orders with a logistics focus
- Prepare for the CLTD exam

Detailed content

01 Module 1 – Logistics Overview & Strategy

02 Module 2 – Logistics Network Design

03 Module 3 – Sustainability & Reverse Logistics

04 Module 4 – Capacity Planning & Demand Management

05 Module 5 – Order Management

06 Module 6 – Inventory Management

07 Module 7 – Warehouse Management

08 Module 8 – Transportation

09 Module 9 – Global Logistics Considerations

10 Exam Preparation

- 150-question computer-based exam, 3.5 hours

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Completion (exam preparation).
CREDENTIAL EXAM	The ASCM CLTD credential is awarded by ASCM (Association for Supply Chain Management). Candidates confirm eligibility and register for the exam directly with ASCM.

ASCM CPIM – Certified in Planning and Inventory Management (Exam Preparation)

DURATION
6 days ≈42 hours

PROGRAM TYPE
Certification Prep

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

Preparation for the single-exam ASCM CPIM credential. Participants master supply chain strategy, S&OP, demand, master scheduling, material and capacity plans, detailed scheduling, inventory and distribution, and continuous improvement, with practice exams.

Who should attend

- Production & inventory management professionals
- Operations, materials & supply chain staff
- Procurement & purchasing staff

Learning objectives

- Master production and inventory management terminology and practice
- Plan demand, S&OP, master schedules, material and capacity
- Manage detailed schedules, distribution and inventory
- Apply quality, technology and continuous improvement
- Prepare for the ASCM CPIM exam

Detailed content

01 Supply chains & strategy
- Strategic management of the supply chain
- Business environment & operations strategy

02 Sales & Operations Planning
- S&OP / IBP process
- Resource planning

03 Demand
- Demand management & forecasting
- Customer service

04 Master Scheduling
- MPS & ATP
- Rough-cut capacity planning

05 Supply Plans
- MRP mechanics & outputs
- Capacity requirements planning
- Supplier relationships & procurement plans

06 Detailed Schedules & Execution
- Scheduling push & pull systems
- Production activity control

07 Inventory & Distribution
- Inventory planning, ABC, safety stock, cycle counting
- Distribution requirements planning

08 Quality, Technology & Continuous Improvement
- Lean, TQM, Six Sigma, TOC
- Performance measurement

09 Exam Preparation

- Practice exams

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Completion (exam preparation).
CREDENTIAL EXAM	The ASCM CPIM credential is awarded by ASCM (Association for Supply Chain Management). Candidates confirm eligibility and register for the exam directly with ASCM.

ASCM CSCP – Certified Supply Chain Professional (Exam Preparation)

DURATION
6 days ≈42 hours

PROGRAM TYPE
Certification Prep

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

Preparation for the ASCM Certified Supply Chain Professional exam. The modules cover supply chain strategy, demand and forecasting, global networks, sourcing, internal operations and inventory, logistics, relationships, risk and innovation, with practice questions.

Who should attend

- Supply chain managers & professionals
- Consultants & educators
- Candidates for ASCM CSCP

Learning objectives

- Help the company reach its ideal supply chain state
- Use data to link production, distribution, purchasing and service
- Reduce waste
- Identify and respond to supply chain risk
- Improve supply chain communication
- Prepare for the CSCP exam

Detailed content

01 Module 1 – Supply Chains, Demand Management & Forecasting

02 Module 2 – Global Supply Chain Networks

03 Module 3 – Sourcing Products & Services

04 Module 4 – Internal Operations & Inventory

05 Module 5 – Forward & Reverse Logistics

06 Module 6 – Supply Chain Relationships

07 Module 7 – Supply Chain Risk

08 Module 8 – Optimization, Sustainability & Technology

09 Exam Preparation
- 150 questions, 3.5 hours

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Completion (exam preparation).
CREDENTIAL EXAM	The ASCM CSCP credential is awarded by ASCM (Association for Supply Chain Management). Candidates confirm eligibility and register for the exam directly with ASCM.

CISCM® – Certified International Supply Chain Manager (IPSCMI Level 2)

DURATION
5 days 40 hours

PROGRAM TYPE
Certification Prep

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

A manager-level supply chain certification programme. Participants learn to plan, organise, lead and control the supply chain function, design networks with SCOR, manage 3PL and supplier relationships and reverse logistics, and use information systems for integration.

Who should attend

- Supply chain & purchasing professionals moving into senior management
- Supply chain managers, officers & directors
- Managers responsible for sourcing, systems, finance & distribution

Learning objectives

- Plan, organise, lead and control the supply chain function strategically
- Design supply chain networks and organisations (SCOR)
- Manage 3PL partnerships, supplier relationships and reverse logistics
- Apply information systems for supply chain integration
- Manage supply chain risk and performance
- Understand international logistics, transport economics and trade

Detailed content

01 Module 1 – Supply Chain Planning

- Warning signs of ineffective planning; concurrent planning
- Strategic SCM; control towers
- Strategy-making tasks & analysis tools
- Demand management & advanced S&OP
- Demand-Driven MRP (DDMRP)
- Seven principles of SCM
- Preparing for logistics outsourcing
- Inventory optimisation & MEIO
- Warehouse planning
- Strategic procurement: market research, spend analysis, make-or-buy

02 Module 2 – Supply Chain Organization & Design

- SCOR Digital Standard: processes, levels, metrics
- Types of supply chains
- Organisational models for SCM
- Network design
- Supply chain segmentation
- Resilience strategies

03 Module 3 – Supply Chain Leadership & Execution

- Project management for procurement & contracting (triple constraint, tools, PMBOK knowledge areas/performance domains)
- CRM & supplier relationship management
- Trust & supplier involvement
- Forward vs reverse logistics
- Financial supply chain management

04 Module 4 – Supply Chain Control

- Supply chain risk management
- Balanced scorecard & SC performance
- Kaizen
- Leadership & change
- Supply chain analytics & key metrics

05 Certification

- Eligibility: associate degree or 3+ years' experience
- 3-hour multiple-choice exam on the ISCMBOK

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Completion (exam preparation).
CREDENTIAL EXAM	The CISCM® credential is awarded by IPSCMI (International Purchasing & Supply Chain Management Institute). Candidates confirm eligibility and register for the exam directly with IPSCMI.

CISCP® – Certified International Supply Chain Professional (IPSCMI Level 1)

DURATION 5 days 40 hours

PROGRAM TYPE Certification Prep

LANGUAGE EN / AR

DELIVERY In-house · Public · Online

Program overview

A professional-level supply chain certification programme. It covers logistics and SCM fundamentals, purchasing, transportation, production planning, inventory and warehousing, physical distribution and the role of IT in the supply chain.

Who should attend

- Entry-level supply chain, logistics & purchasing staff
- Professionals with an associate degree or 3+ years' experience

Learning objectives

- Define supply chain, logistics, demand and distribution management
- Describe supply chain types, components and designs incl. global & virtual chains
- Explain IT/IS in supply chain management
- Relate supply chain strategy to organisation structure and performance
- Explain purchasing, transportation, inventory, production planning, distribution and MIS functions
- Measure supply chain performance

Detailed content

01 Module 1 – Introduction to Logistics & SCM

- Definitions & terminology
- Functions & motivations of SCM
- Logistics 'Bill of Rights' & marketing-logistics link
- Supply chain decisions & designs; global & virtual chains
- Transport modes & cost trade-offs
- Strategy and organisation structure

02 Module 2 – Purchasing & Supply Chain Management

- Domestic vs international shipments & routing
- Pre-award processes: procurement & solicitation planning, solicitation, source selection
- Post-award: contract administration & close-out
- Procurement methods & contract types
- International purchasing: contract law, Incoterms® 2020, documents & payments

03 Module 3 – Domestic & International Transportation

- Macro/micro roles of transportation
- Mode characteristics & transport economics
- Managing transport operations & information
- International logistics complexity & infrastructure
- Incoterms® 2020

04 Module 4 – Production Planning & Scheduling

- Production decisions & process types (project, batch, mass, continuous)
- MRP, MRP II & JIT
- Production scheduling
- Product disposition
- Facility location: centre of gravity, minimax, multi-facility
- Green & reverse logistics

05 Module 5 – Inventory Management & Warehousing

- Purpose, costs & trade-offs of inventory
- Inventory & ROA
- Replenishment models; push vs pull
- Warehouse functions, strategies & decisions
- Materials handling & packaging

06 Module 6 – Physical Distribution Management

- Order processing & fulfilment
- Demand management & collaborative forecasting
- Customer service
- Marketing channels

07 Module 7 – Logistics Productivity, Quality & 3PL

- Structure & productivity of logistics
- E-commerce / e-logistics
- ERP and logistics
- Third-party logistics
- Quality management, SPC & TQM

08 Certification

- Eligibility: associate degree or 3+ years' experience
- 3-hour multiple-choice exam on the ISCMBOK

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Completion (exam preparation).
CREDENTIAL EXAM	The CISCP® credential is awarded by IPSCMI (International Purchasing & Supply Chain Management Institute). Candidates confirm eligibility and register for the exam directly with IPSCMI.

Business Process Improvement & Transformation

Map, measure, redesign and digitise business processes – from BPM and process mining to ERP readiness.

Process Management, Excellence & ERP

9 PROGRAMS IN THIS GROUP – click a program to open it

I01	Business Process Management & Process Mapping	5 days	212
I02	Business Process Mapping	2 days	213
I03	Business Process Optimization using Lean & BPR	4 days · 8 days	214
I04	Continuous Improvement & Performance Management	5 days	216
I05	ERP Transformation Champion Program (Top Management)	2 days	218
I06	ERP Transformation Enabler Program (Process Owners)	5 days · 7 days	219
I07	Process Excellence	5 days · 8–10 days	221
I08	Process Mining – Professional Course	5 days	222
I09	Process Optimization	5 days	223

Business Process Management & Process Mapping

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
5 days	Professional Course	EN / AR	In-house · Public · Online

Program overview

Manage the organisation by process. Participants map processes with SIPOC, swim-lanes and BPMN 2.0, use maps in SOPs and audits, set process KPIs and SLAs, monitor performance with SPC and redesign processes to remove waste.

Who should attend

- Auditors
- Quality professionals
- Process owners & process analysts
- Managers responsible for SOPs and processes

Learning objectives

- Map processes confidently (SIPOC, swim-lane, BPMN 2.0)
- Use process maps in SOPs, audits and risk identification
- Set process KPIs and service level agreements
- Monitor performance with SPC
- Find and remove waste and non-value-added steps
- Use process maps for problem solving and continual improvement

Detailed content

01 Why Manage by Process

- Process levels & process ownership
- Exercise 1 – first steps

02 Mapping Key Processes

- SIPOC and interface risk
- Swim-lane & BPMN 2.0 notation
- Exercise 2 – mapping a key process

03 Process-Based Management Framework

- Processes and business systems
- Using process maps in audits
- Exercise 3 – process map as audit checklist

04 Assessing Processes & Setting Metrics

- How good is the process?
- Selecting metrics; value stream mapping
- Exercise 4 – setting & monitoring KPIs & SLAs
- SPC & links to Six Sigma

05 Process Maps for Improvement

- Pareto, histogram, data collection, fishbone
- Exercise 5 – problem solving with process maps
- Layering maps to cascade objectives & metrics

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Business Process Mapping

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
2 days	Workshop	EN / AR	In-house · Public · Online

Program overview

Become a confident process mapper. Participants learn process thinking, SIPOC and process levels, flowcharts and swim-lane maps, and use maps to write SOPs, prepare audits, set metrics and find improvement opportunities.

Who should attend

- Process owners, managers, quality professionals, auditors, anyone writing SOPs

Learning objectives

- Become a confident process mapper
- Describe and communicate processes using maps
- Use mapping as a technique for process improvement, SOP writing and process audits

Detailed content

01 Process Thinking

- Processes, inputs/outputs, SIPOC
- Levels of process maps

02 Mapping Techniques

- Flowcharts, swim-lane (cross-functional) maps
- Value-added vs non-value-added analysis

03 Using Maps

- Writing SOPs from maps
- Process metrics and audit trails
- Improvement opportunities workshop

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Business Process Optimization using Lean & BPR

DURATION
4 days | 8 days Full program

PROGRAM TYPE
Professional Course

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

Optimise business processes by combining Lean, BPR and TQM. Participants map processes and value streams, analyse lead, cycle and waiting time, redesign processes, set KPIs and SLAs, write SOPs and plan automation; the 8-day format adds organisation design and rollout coaching.

Who should attend

- Auditors
- Quality professionals
- Process owners & analysts
- Managers in service organisations

Learning objectives

- Map processes with SIPOC and value stream mapping
- Analyse lead time, cycle time and waiting time
- Identify risks, constraints and opportunities across the customer journey
- Redesign processes using BPR principles
- Set process metrics and SLAs
- Automate processes incl. Robotic Process Automation (RPA)

Detailed content

01 Why Manage by Process

- 8 wastes & value stream
- Lean principles
- VOC & stakeholder analysis
- Process levels & process owners
- SIPOC & interface risks
- Exercise 1

02 Value Stream Mapping of Key Processes

- Framework for process-based management
- Customer journey: risks, constraints, opportunities
- Lead, cycle & waiting time
- Exercise 2

03 Analysing Processes

- Benchmarking
- Data collection & verification
- Pareto, histogram, fishbone, scatter
- Future-state VSM
- Exercise 3

04 Process Reengineering

- BPR principles: radical redesign, as-is vs to-be
- Redesign patterns (eliminate, simplify, integrate, automate)

05 Metrics & Automation

- Assigning metrics & SLAs
- Using VSM for improvement
- Automating processes & RPA
- Layering VSM to cascade objectives
- Exercises 4–5

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Continuous Improvement & Performance Management

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
5 days	Professional Course	EN / AR	In-house · Public · Online

Program overview

Build a culture where improvement and performance management reinforce each other. Participants align CI with strategy, design KPIs, scorecards and dashboards, apply Lean and Six Sigma essentials, run Kaizen events and idea-management systems, and sustain gains through daily management and continuous performance conversations.

Who should attend

- Managers and team leaders driving improvement; Lean/Six Sigma/CI practitioners; HR, quality and operations; project managers; executives

Learning objectives

- Apply Lean, Kaizen and Six Sigma to remove waste
- Design KPIs and dashboards that drive improvement
- Build idea-management and recognition systems
- Sustain gains through daily management and continuous performance conversations

Detailed content

01 CI Foundations & Strategy Alignment

- Kaizen, PDCA, DMAIC; CI governance & roles
- Balanced Scorecard, OKRs vs KPIs, lead vs lag; Hoshin Kanri

02 KPI Frameworks

- SMART KPIs, targets & thresholds; KPI registers & scorecards
- Visualisation; variance analysis; RAG rules; workshop

03 Lean & Six Sigma Essentials

- TIMWOOD; flow, pull, takt; 5S & standard work; visual management
- Y=f(x); VOC, CTQ, SIPOC; root cause; control plans

04 Mapping & Analysis

- Swim-lanes; VSM; bottlenecks; check sheets, Pareto, run/control charts

05 Idea Management, Kaizen Events & Recognition

- Suggestion systems; prioritisation; feedback loops
- Scoping and running Kaizen events
- Intrinsic vs extrinsic motivation; recognition systems

06 Performance System & Sustaining Gains

- Cascading goals; performance contracts; continuous check-ins & PIPs
- Incentives pros/cons; tier meetings; leader standard work; linking gains to financials

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

ERP Transformation Champion Program (Top Management)

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
2 days	Executive Program	EN / AR	In-house · Public · Online

Program overview

An executive programme that prepares top management to sponsor ERP transformation. It covers management's role in ERP success, leading people, processes and systems together, process governance and SLAs, resolving cross-department conflicts and controlling process performance.

Who should attend

- Top management
- Sector directors
- Department managers sponsoring ERP

Learning objectives

- Understand management's role in successful ERP implementation
- Lead people, processes and systems together
- Govern processes and set SLAs
- Resolve inter-departmental process conflicts
- Control process performance and sponsor improvement

Detailed content

01 Excellence & Processes

- World-class excellence organisation
- Business processes & process improvement
- Framework for process-based management
- How processes relate to business systems
- Process governance
- Service level agreements

02 Leading the ERP Change

- Context & challenges of leadership
- Leading people; direction & strategy
- Influential leadership
- Motivation; reward & recognition
- Change management

03 Managing Improvement

- Idea management process
- Selection & prioritisation matrix
- Value analysis
- Performance measures & indicators
- Case study

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

ERP Transformation Enabler Program (Process Owners)

DURATION
5 days
7 days With implementation coaching

PROGRAM TYPE
Professional Course

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

Prepare process owners and key users for ERP. Participants define, map and improve processes, remove waste, write SOPs, set SLAs and metrics, design authority matrices and information flows, and measure performance with KPIs and a balanced scorecard.

Who should attend

- Process owners
- Departmental key users
- ERP project team members

Learning objectives

- Define, map, improve and control processes ready for ERP
- Remove waste and non-value-added steps
- Write SOPs and set SLAs and process metrics
- Design authority matrix, material and information flows
- Measure performance with KPIs and balanced scorecard
- Resolve process conflicts and manage change

Detailed content

01 Foundations
- World-class excellence organisation
- ERP cycles
- Lean basics & Lean enterprise
- Motivation, team formation & change management

02 Process Management
- Framework for process-based management
- Business processes & workflows
- Process governance
- Processes & business systems
- Layering processes
- Service level agreements

03 Process Improvement
- Business process improvement
- Basic problem-solving tools
- Value analysis
- Idea management; selection & prioritisation matrix
- Reward & recognition

04 Process Documentation & Control
- SOPs & documentation
- Authority matrix
- Material & information flow
- Integrated organisation
- Process metrics
- Performance measures & balanced scorecard

05 Case Study & Implementation
- Process mapping in Visio/iGrafx
- Templates & implementation coaching

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Process Excellence

DURATION
- **5 days** Practitioner
- **8–10 days** Advanced with project

PROGRAM TYPE
Professional Course

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

Analyse, improve, standardise and sustain business processes. The course integrates process thinking, customer value, process mapping, Lean, root-cause analysis, basic Six Sigma, standardisation and change management, with workshops on real processes.

Who should attend

- Process owners & functional managers
- Quality, OpEx & CI teams
- Engineers, analysts, supervisors
- Transformation, PMO & strategy teams; future leaders

Learning objectives

- Map, analyse and redesign processes end-to-end
- Apply Lean and basic Six Sigma to reduce waste and variation
- Establish process KPIs and monitoring
- Standardise and sustain improvements and manage change

Detailed content

01 Introduction & Process Thinking
- Process vs operational vs business excellence; value creation
- SIPOC; silos vs end-to-end; core/support/management processes; ownership

02 Customer Value
- VOC; CTQs; value-added vs non-value-added

03 Process Mapping
- Levels: SIPOC, process flow, swim-lane/BPMN; common mistakes; As-Is workshop

04 Lean Foundations
- 8 wastes (DOWNTIME); flow, pull, bottlenecks; standard work; waste walk

05 Measurement & Root Cause
- Input/process/output measures; leading vs lagging; baselines
- Problem statements; 5 Whys, fishbone, Pareto; data vs opinion

06 Improvement, Six Sigma & Control
- Simplify, eliminate, automate; To-Be design
- Variation & stability; DMAIC overview
- SOPs, work instructions, visual controls; control plans; process audits

07 Change, Culture & Sustainability
- Resistance; engagement; leadership role
- PDCA; daily management; Kaizen; deployment roadmap

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Process Mining – Professional Course

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
5 days	Technical	EN / AR	In-house · Public · Online

Program overview

See how processes really run using system data. Participants prepare event logs, discover process models, check conformance, analyse bottlenecks and variants, connect process mining to DMAIC and VSM, and complete an end-to-end capstone with leading tools.

Who should attend

- LSS Belts, OpEx/CI teams, business/process analysts, quality managers, RPA & digital teams, ERP/BI analysts

Learning objectives

- Prepare event logs and discover process models
- Perform conformance checking and bottleneck analysis
- Use process mining within DMAIC and VSM
- Build dashboards and an implementation roadmap

Detailed content

01 Introduction

- Process mining vs BPM vs Lean; tools overview; industry cases

02 Event Logs

- Case ID, activity, timestamp, resource; traces & variants
- Extraction from ERP/CRM/MES; cleaning; practical session

03 Modelling & Discovery

- BPMN vs Petri nets; directly-follows graphs
- Alpha, Heuristic and Inductive miners; filtering noise; lab

04 Conformance & Performance

- Token replay; alignments; compliance breaches
- Throughput, waiting and cycle time; resource utilisation; variant analysis

05 Predictive & Operational

- Real-time analysis; predictive alerts; SLA monitoring; link to RPA

06 Process Mining in Lean Six Sigma

- DMAIC; AS-IS to TO-BE; validating improvements; data-driven VSM

07 Tools & Capstone

- Celonis, Disco, Apromore, ProM; selection & roadmap; data governance
- End-to-end capstone with dashboard and TO-BE proposal

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Process Optimization

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
5 days	Professional Course	EN / AR	In-house · Public · Online

Program overview

Work smarter, not just faster. Participants analyse and map processes, find bottlenecks and redundancies, apply Lean, Six Sigma and VSM, use data and KPIs, explore automation and digital tools, and lead the change needed to make improvements last.

Who should attend

- Process improvement professionals & operations managers
- Team leaders
- Quality managers & Six Sigma practitioners
- Business owners

Learning objectives

- Understand process optimisation fundamentals
- Find bottlenecks, redundancies and waste
- Apply Lean, Six Sigma and VSM
- Use data and KPIs to improve productivity and quality
- Apply automation and digital tools
- Build a continuous-improvement culture

Detailed content

01 Introduction to Process Optimisation
- Why it matters
- Efficiency, cost & customer satisfaction
- Lean, Six Sigma, TQM frameworks

02 Analysing & Mapping Processes
- Flowcharts, SIPOC, VSM
- Bottlenecks & non-value-added activity
- Process KPIs

03 Improvement Techniques
- Lean flow
- Six Sigma variation reduction
- PDCA
- Automation & digital tools

04 Change Management & Implementation
- Overcoming resistance
- Case studies
- Sustainment roadmap

05 Practical Application
- Mapping & problem-solving simulations
- Industry discussions
- Action planning

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

J

Project & Portfolio Management

Project, program and portfolio management, PMO design, MS Project and PMP® exam preparation.

Project, Program & Portfolio Management

10 PROGRAMS IN THIS GROUP – click a program to open it

J01	Business Analysis Professional (IIBA CBAP® / CCBA® Exam Preparation)	8 days	225
J02	Designing, Implementing & Operating a Project Management Office (PMO)	5 days	227
J03	Project Management Fundamentals: Introduction to Successful Projects	3 days · 3 days · 5–7 days	228
J04	PMP® – Project Management Professional (Exam Preparation)	8 days	230
J05	Project Management Skills Series (Triple Constraints; Risk & Procurement; Communicating Within Teams; Monitoring & Control)	2–4 days	232
J06	Project Management with Microsoft Project	6 days	233
J07	Project Planning & Control Fundamentals	3 days	234
J08	Project Portfolio Management (PPM)	5 days	235
J09	Workface Planning (WFP) & Advanced Work Packaging	5 days	237
J10	Workforce Planning for Construction Projects	5 days	238

Business Analysis Professional (IIBA CBAP® / CCBA® Exam Preparation)

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
8 days	Certification Prep	EN / AR	In-house · Public · Online

Program overview

A complete business analysis programme aligned with the BABOK® Guide v3. Participants plan business analysis work, elicit and manage requirements, perform strategy analysis, model and design solutions, evaluate them and prepare for the IIBA CBAP or CCBA exam.

Who should attend

- New and aspiring business analysts
- Practising BAs seeking advanced techniques
- Project, product and IT professionals involved in requirements
- Candidates for IIBA CBAP/CCBA certification

Learning objectives

- Understand business analysis concepts per the BABOK® Guide v3
- Plan and monitor business analysis work and stakeholder engagement
- Elicit, analyse, model, verify and validate requirements
- Manage requirements across their life cycle (traceability, prioritisation, change)
- Analyse strategy, capability gaps and build business cases
- Evaluate solution performance
- Prepare for the IIBA CBAP/CCBA exams

Detailed content

01 Introduction to Business Analysis

- BABOK® Guide v3 structure
- Business Analysis Core Concept Model (BACCM)
- Key concepts, requirement types, stakeholders
- Tasks, techniques, competencies & perspectives (Agile, BI, IT, Business Architecture, BPM)

02 Business Analysis Planning & Monitoring

- Plan BA approach
- Plan stakeholder engagement
- Plan BA governance & information management
- Identify BA performance improvements

03 Elicitation & Collaboration

- Prepare, conduct & confirm elicitation
- Communicate BA information
- Manage stakeholder collaboration

04 Requirements Life Cycle Management

- Trace & maintain requirements
- Prioritise requirements
- Assess requirements changes
- Approve requirements

05 Strategy Analysis

- Analyse current state
- Define future state
- Assess risks
- Define change strategy & business case

06 Requirements Analysis & Design Definition

- Specify & model requirements
- Verify & validate requirements
- Define requirements architecture
- Define design options
- Analyse potential value & recommend solution

07 Solution Evaluation

- Measure & analyse solution performance
- Assess solution & enterprise limitations
- Recommend actions to increase value

08 Underlying Competencies, Techniques & Exam Prep

- Analytical thinking, behavioural characteristics, business knowledge, communication & interaction
- Key techniques: brainstorming, data modelling, decision analysis, process modelling, use cases & user stories
- Exam eligibility & practice questions

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Completion (exam preparation).
CREDENTIAL EXAM	The IIBA CBAP® / CCBA® credential is awarded by IIBA (International Institute of Business Analysis). Candidates confirm eligibility and register for the exam directly with IIBA.

Designing, Implementing & Operating a Project Management Office (PMO)

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
5 days	Professional Course	EN / AR	In-house · Public · Online

Program overview

Build a PMO that actually adds value. Participants learn PMO types and governance, write a PMO charter, design services, processes and roles, plan implementation and change, and measure PMO value with KPIs and maturity models.

Who should attend

- PMO managers and leads
- Project, program and portfolio managers involved in PMO setup
- Senior coordinators/analysts moving into PMO roles
- Consultants and business leaders

Learning objectives

- Explain why PMOs succeed or fail and link delivery to strategy
- Select the right PMO type and write its vision and charter
- Design PMO services, processes and roles; build an implementation roadmap
- Measure PMO value with KPIs and maturity models

Detailed content

01 PMO Foundations & Strategic Role

- PMO concepts; types and levels (supportive, controlling, directive; EPMO)
- Stakeholders and governance; PMO in strategy execution

02 Designing a PMO

- PMO strategy, vision, charter and structure
- Stakeholder analysis & engagement; maturity & capability models
- Workshop: PMO charter and stakeholder map

03 Implementing a PMO

- Implementation roadmap; change management
- Strategy & governance deployment; tools, processes and standards
- PMO business case; implementation & communication plan

04 Operating the PMO

- Core services; reporting & decision support
- Communication & stakeholder management; PMO team development
- Exercise: PMO KPI dashboard

05 Performance & Continuous Improvement

- Measuring PMO value; maturity re-assessment
- Lessons learned & knowledge management

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Project Management Fundamentals: Introduction to Successful Projects

DURATION
- **3 days** English
- **3 days** Arabic executive (5 h/day)
- **5–7 days** Extended (Arabic or English)

PROGRAM TYPE
Professional Course

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

A structured introduction to managing projects successfully. Participants build a charter, stakeholder analysis, WBS, schedule and critical path, risk responses and budget, and learn to monitor progress with earned value and close projects properly.

Who should attend

- Managers and leaders who must deliver projects on time and on budget
- New project managers and team leaders
- Senior decision-makers needing project-control oversight (executive version)

Learning objectives

- Apply a structured, repeatable project approach
- Build a charter, WBS, schedule and risk response strategy
- Determine the critical path and control variance with earned value
- Start preparing for PMP/CAPM

Detailed content

01 Starting Right

- Benefits of a structured approach; PMI and PMBOK
- Projects vs operations, programs and portfolios; PMO
- Project life cycle; stakeholders identification & analysis
- Project charter workshop

02 Planning

- Scope: requirements, scope statement, WBS
- Schedule: activities, sequencing, resources, durations, critical path
- Cost estimating & budgeting
- Quality, resources, communications, procurement plans
- Risk: identification, qualitative & quantitative analysis, responses

03 Executing, Monitoring & Closing

- Directing work; quality assurance; team development
- Stakeholder engagement & communications; procurement
- Monitoring: earned value, integrated change control, scope validation
- Corrective action; closing project/phase & procurements

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

PMP® – Project Management Professional (Exam Preparation)

DURATION
8 days 35 contact hours

PROGRAM TYPE
Certification Prep

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

Preparation for the PMI PMP exam, providing the 35 contact hours required. Aligned with the current Exam Content Outline – People, Process and Business Environment – and the PMBOK® Guide 8th edition, covering predictive, agile and hybrid approaches with extensive practice questions.

Who should attend

- Project managers and team leads preparing for PMI PMP certification (35 contact hours of PM education provided)

Learning objectives

- Understand PMI's framework, standard and the PMBOK® Guide
- Apply predictive, agile and hybrid approaches
- Master the PMP Exam Content Outline domains: People, Process, Business Environment
- Prepare for the PMP exam

Detailed content

01 PMP Exam Prep Introduction

- PMI, PMBOK® Guide & the standard
- PMP certification, PDUs & renewal
- Projects & project management

02 Framework & Organisational Influences

- Organisation types, governance, OPAs & EEFs
- System for value delivery; project environment
- Project management principles
- Predictive vs agile vs hybrid

03 Creating a High-Performing Team

- Build a team & ground rules
- Negotiate agreements
- Empower & train team members
- Virtual teams; shared understanding

04 Starting the Project

- Choose methodology
- Scope, budget, resources, schedule, quality, procurement
- Integrate planning; governance; closure planning

05 Doing the Work

- Risks; deliver value
- Communications & stakeholder engagement
- Artifacts, changes, issues
- Knowledge transfer

06 Keeping the Team on Track

- Lead & support team performance
- Remove impediments; manage conflict
- Collaborate & mentor; emotional intelligence

07 Keeping the Business in Mind

- Compliance
- Benefits & value
- Business environment changes
- Organisational change; continuous improvement

08 Agile Project Management

- Agile Manifesto & principles
- Methodologies (Scrum, Kanban)
- Agile teams & leadership

09 Exam Practice

- Mock exams & review

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Completion (exam preparation).
CREDENTIAL EXAM	The PMP® credential is awarded by PMI (Project Management Institute). Candidates confirm eligibility and register for the exam directly with PMI.

Project Management Skills Series (Triple Constraints; Risk & Procurement; Communicating Within Teams; Monitoring & Control)

DURATION
2–4 days Per course

PROGRAM TYPE
Professional Course

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

A series of focused courses for project managers who have mastered the fundamentals: balancing scope, schedule and cost; managing risk and procurement; communicating within teams; monitoring and control techniques; and an integrated case-study workshop.

Who should attend

- Project managers, team leaders, business analysts and professionals moving into PM

Learning objectives

- Strengthen specific PM competencies beyond fundamentals

Detailed content

01 Delivering the Triple Constraints (3 d)

- Scope, schedule, cost & quality planning
- Estimating durations; building and optimising the schedule
- Cost estimating and budgeting; controlling scope, schedule and cost (EVM)
- Quality assurance and control; troubled projects

02 Managing Risk & Procurements (3 d)

- Plan risk management; identify, analyse, quantify and prioritise risks; responses; monitoring
- Contract types; pre-award, award and post-award; negotiating; administration; close-out

03 Communicating Within Teams (2 d)

- Elements and styles of communication; stakeholder expectations
- Stages of team development; team decision-making; project leadership
- Conflict; remote & virtual teams; motivation; high-performance teams

04 Project Monitoring & Control Techniques (4 d)

- Measuring performance (EVM); interpreting information; monitoring granularity; trends
- Handling problems; decision analysis; QA/QC; effective status meetings; post-project review

05 Project Management Case Study Workshop (2 d)

- Charter; risk responses; precedence diagrams & CPM; stakeholders; vendor management; budget; variance control; team presentation

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Project Management with Microsoft Project

DURATION
6 days 7 hours per day

PROGRAM TYPE
Technical

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

Plan and control projects with Microsoft Project. Participants review project-management concepts, then build schedules with calendars, tasks, dependencies and milestones, assign resources, set baselines, track progress and produce reports.

Who should attend

- Project managers, planners and engineers who schedule and control projects

Learning objectives

- Understand project phases, processes and tools
- Build, resource, baseline and track a schedule in MS Project
- Report progress and export data for analysis

Detailed content

01 Module 1 – PM Concepts

- Project & project management; stakeholders; organizational structures
- Process groups; constraints; charter; planning, execution, monitoring, closing

02 Module 2 – Getting Around MS Project

- Ribbon, Backstage, Quick Access Toolbar, basic formatting
- Entering project information

03 Module 3 – Calendars

- Project start date; project calendars; timeline formatting

04 Module 4 – Tasks

- Tasks & durations; manual vs auto scheduling
- Milestones; linking tasks; notes; task calendars

05 Module 5 – Resources

- Resource sheet; assigning resources

06 Module 6 – Managing the Project

- Views; reviewing & adjusting; baselines
- Recording progress; reports; exporting to Excel

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Project Planning & Control Fundamentals

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
3 days	Professional Course	EN / AR	In-house · Public · Online

Program overview

The fundamentals of planning and controlling projects. Participants learn the project framework and stakeholders, build charters, WBS and critical-path schedules, estimate costs, plan quality, communication, risk and procurement, and control with earned value.

Who should attend

- Project team members and new project managers
- Engineers and professionals who plan and control projects

Learning objectives

- Understand the project management framework, stakeholders and organisational structures
- Build a project charter, WBS and schedule (critical path)
- Estimate cost and plan resources, quality, communication, risk and procurement
- Monitor and control with earned value
- Close projects properly

Detailed content

01 Getting Ready

- PM framework & context
- Project vs project management
- Stakeholders & stakeholder management
- Organisational structures
- Project life cycle & process groups
- Constraints

02 Initiating

- Project charter

03 Planning

- Scope & WBS
- Schedule & critical path
- Cost estimating & budget
- Quality, resources & communication
- Risk register & responses
- Procurement

04 Executing, Monitoring & Controlling

- Earned value analysis
- Variance & corrective action
- Integrated change control

05 Closing

- Lessons learned & handover

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Project Portfolio Management (PPM)

DURATION
5 days

PROGRAM TYPE
Professional Course

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

Do the right projects, not just do projects right. Participants learn portfolio governance, project evaluation and business cases, prioritisation and balancing, capacity management, portfolio risk and benefits realisation, with prioritisation and balancing simulations.

Who should attend

- Executives & senior managers
- PMO leaders & portfolio managers
- Strategy & transformation teams
- Finance, planning & investment committees; program managers

Learning objectives

- Establish portfolio governance aligned with strategy
- Evaluate, prioritise and balance projects objectively
- Manage capacity and resources at portfolio level
- Monitor portfolio performance and benefits realisation

Detailed content

01 Introduction to PPM

- Project vs program vs portfolio; value and challenges of PPM

02 Strategy & Alignment

- Strategic themes; strategy maps; linking goals to initiatives

03 Governance & Decision Framework

- Sponsor, portfolio manager, PMO, steering committees; decision rights; stage gates

04 Identification, Categorization & Business Cases

- Demand management; strategic/operational/innovation/mandatory segments
- ROI, NPV, payback; non-financial criteria; scoring models

05 Prioritization & Balancing

- Biases; ranking & scoring; value-risk matrices; scenarios; prioritisation workshop
- Balance dimensions; optimisation; visual tools

06 Resources, Performance & Risk

- Portfolio capacity planning; resource conflicts
- Portfolio KPIs & dashboards; executive reporting
- Portfolio-level risk; dependencies; stress testing

07 Benefits, Change & Maturity

- Benefits mapping, ownership & tracking
- Stakeholders & communication of portfolio decisions
- PPM maturity; implementation roadmap; integration with PMO

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Workface Planning (WFP) & Advanced Work Packaging

DURATION: 5 days

PROGRAM TYPE: Technical

LANGUAGE: EN / AR

DELIVERY: In-house · Public · Online

Program overview

Implement Workface Planning on construction projects. Participants develop Installation Work Packages, align engineering and procurement with construction, remove constraints before work starts and track execution with WFP KPIs, using exercises and a project simulation.

Who should attend

- Construction superintendents & foremen, PMs, field planners & schedulers, discipline engineers, QA/QC & HSE, materials coordinators, EPC & owner reps

Learning objectives

- Develop Installation Work Packages (IWPs)
- Align engineering, procurement and construction to the workface
- Remove constraints and track IWP execution with KPIs

Detailed content

01 Foundations

- Origins of WFP; difference from traditional planning
- Roles; CWP/EWP/IWP alignment; WFP lifecycle; refinery case study

02 IWP Development

- IWP content and boundaries; breaking CWPs into IWPs
- Sequencing; 4Rs readiness checklist; Level 4 schedule
- Exercise: IWP for a piping system

03 Integration & Constraints

- Engineering deliverables; procurement & materials
- QA/QC, HSE coordination; permits & hold points; change management
- Constraint-removal workshop

04 Field Execution

- Field planner role; IWP status tracking & closure
- Visual planning tools (3D, GIS); WFP & AWP (CII/COAA)
- KPIs: planned vs actual, schedule compliance, rework; IWP audit

05 Implementation

- Phased implementation; readiness; tools (Primavera, SmartPlant, ConstructSim)
- Brownfield, turnaround & shutdown; simulation of a 10-week project

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Workforce Planning for Construction Projects

DURATION
5 days

PROGRAM TYPE
Professional Course

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

Plan the right workforce for every project phase. Participants forecast labour demand, analyse internal and subcontractor supply and skill gaps, plan staffing scenarios and monitor productivity and headcount KPIs, building a complete workforce plan for a sample project.

Who should attend

- Construction PMs and operations managers, planning engineers, HR & talent, procurement & contracts staff

Learning objectives

- Forecast labour demand by project phase
- Analyse supply and skill gaps incl. subcontractors
- Plan staffing scenarios and monitor workforce KPIs

Detailed content

01 Workforce Planning in Construction

- Org structures (matrix, projectized); strategic vs operational planning; labour categories

02 Forecasting Demand

- Work-phase analysis; trend & ratio analysis; zero-based manning
- WBS with labour alignment; megaproject case

03 Supply & Gap Analysis

- Internal vs external supply; subcontractor capacity
- Skills shortages & surplus; future skills (BIM, digital)

04 Staffing & Scenarios

- Hire, redeploy, outsource decisions; scenario planning tools

05 Monitoring & KPIs

- Labour productivity, headcount variance, fulfilment rate
- Dashboards; build a complete workforce plan

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Strategy, Leadership & Management

Strategy, transformation and leadership development programmes for executives, managers and supervisors.

Strategy & Business Management · Leadership & Supervision

25 PROGRAMS IN THIS GROUP – click a program to open it

K01	Applied Systems Thinking	2 days	241
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K03	Business Crisis Management	2 days	243
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K12	Change Management	1 day · 2 days	255
K13	Developing Managerial Skills & Supporting the Work Team	5 days	256
K14	Empowering Through Delegation (The People Manager)	1 day	257
K15	Leaders Open Doors	1 day	258
K16	Leadership & Management Modular Series (1-day modules)	1 day · 2–3 days	259
K17	Leadership Book-Based Workshops (Jack Welch & the GE Way; Talent Is Overrated)	1 day · 2 days	260

K18	Leadership Skills	3 days	261 ›
K19	Leadership, Problem Solving & Time Management Skills (Package)	5 days	263 ›
K20	Managing Engineering & Technical Professionals	3 days	264 ›
K21	Master the Six Sources of Influence (Behaviour Change)	2–3 days	265 ›
K22	Mini-MBA – Business Management Essentials	5 days · Modular	266 ›
K23	Practicing Leadership Program (Comprehensive Leadership Development)	20.5 days · 0.5–1 day	268 ›
K24	Supervision Skills	2 days	270 ›
K25	Team Building & Team Participation Management	2 days	271 ›

Applied Systems Thinking

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
2 days	Workshop	EN / AR	In-house · Public · Online

Program overview

Think holistically about complex problems. Participants learn systems-thinking theory and tools – causal loops, stock and flow, system dynamics – distinguish simple from complex systems, assess cause and effect and plan strategies for systemic change.

Who should attend

- Engineers, scientists and managers

Learning objectives

- Apply systems thinking concepts and tools
- Distinguish simple vs complex systems; assess cause-effect relationships
- Plan long-term strategies for systemic change

Detailed content

- Systems thinking theory
- Tools for systems thinking (causal loops, stock & flow)
- Planning methodologies; system dynamics
- Root cause analysis; OODA loop
- Exercises and case studies

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Business Basics for New Leaders

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
3 days	Professional Course	EN / AR	In-house · Public · Online

Program overview

The essential business toolkit for newly appointed leaders. In one programme participants cover strategy and SWOT, business planning and goal setting, sales and marketing, leadership and ethics, project management, financial knowledge and business law.

Who should attend

- New organizational leaders and newly appointed CEOs/managers

Learning objectives

- Use organizational resources to achieve business results
- Apply core business tools: strategy, planning, finance, marketing

Detailed content

01 Strategy & Planning

- Strategic management; SWOT analysis
- Business plan; goal-setting

02 Commercial

- Sales and marketing skills
- Economics essentials

03 Management

- Leadership skills; business ethics
- Project management skills

04 Finance & Law

- Financial knowledge for leaders
- Business law essentials

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Business Crisis Management

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
2 days	Workshop	EN / AR	In-house · Public · Online

Program overview

Prepare to lead through a crisis. Participants learn to spot crises early, assess risks, build a crisis response plan, make decisions under pressure, communicate with staff, customers and media, and maintain continuity while building long-term resilience.

Who should attend

- Business owners & executives
- Managers & team leaders
- PR, HR & communications professionals
- Risk, operations & security professionals

Learning objectives

- Identify potential crises early
- Develop a crisis response plan
- Decide under pressure
- Communicate with employees, customers and the media
- Maintain business continuity and build long-term resilience

Detailed content

01 Understanding Business Crises

- Types of crises
- Psychology of crisis response
- Case studies of failures & successes

02 Crisis Prevention & Risk Assessment

- Identifying vulnerabilities
- Risk mapping & early warning signs
- Proactive crisis strategy

03 Crisis Response & Decision Making

- Respond, Recover, Reinvent
- Decision frameworks under pressure
- Flexible crisis leadership

04 Crisis Communication & Reputation

- Leadership messaging
- Internal vs external communication
- Media, PR & social media

05 Business Continuity & Recovery

- Minimising downtime (ISO 22301 principles)
- Financial & operational recovery
- Post-crisis review

06 Crisis Management Playbook

- Custom crisis plan (ISO 22361 guidance)
- Simulated crisis exercise
- Action planning

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Business Model Canvas, Value Proposition & Blue Ocean Strategy

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
3–4 days	Workshop	EN / AR	In-house · Public · Online

Program overview

Design and challenge business models with proven visual tools. Participants map and assess their existing business model with the Business Model Canvas, design value propositions with the Value Proposition Canvas, and use Blue Ocean tools to create new market space.

Who should attend

- Middle and senior managers, entrepreneurs

Learning objectives

- Describe, design, challenge and pivot a business model
- Design value propositions customers want
- Apply Blue Ocean tools to create uncontested market space

Detailed content

01 Business Model Canvas

- Introduction to the Canvas
- Mapping and assessing your existing business model

02 Blue Ocean Strategy

- Strategy Canvas
- Buyer Utility Map
- ERRC grid (Eliminate-Reduce-Raise-Create)
- Using the Canvas to build a Blue Ocean strategy

03 Value Proposition Canvas

- Customer profile & value map
- Mapping your existing value proposition
- Case studies

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Business Transformation Executive Bootcamp

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
5 days	Executive Program	EN / AR	In-house · Public · Online

Program overview

A five-day bootcamp for leaders driving transformation. Participants assess their current state, redesign business and operating models, apply digital levers such as AI and automation, lead change and culture, and set up governance – completing a transformation capstone.

Who should attend

- C-suite, senior managers and directors, heads of strategy/transformation, functional leaders, consultants

Learning objectives

- Design a transformation roadmap aligned with business goals
- Rethink business and operating models
- Leverage digital technologies (AI, automation, analytics)
- Lead change and apply governance that delivers value

Detailed content

01 Foundations & Vision

- Transformation vs incremental change; drivers
- Frameworks: BTM², PMI Brightline, Kotter
- Current-state assessment (SWOT/PESTLE, maturity); Netflix vs Blockbuster case

02 Strategy, Business Models & Value

- Vision & roadmap; Business Model Canvas & Blue Ocean
- ROI, payback, TCO; transformation KPIs; business-case exercise; Tesla case

03 Operating Model & Digital Enablers

- Operating model redesign; VSM & Lean
- AI, automation, IoT, cloud; data governance; process redesign simulation; GE Digital case

04 Change, Leadership & Culture

- Sponsorship, coalitions, stakeholders; resistance management
- Storytelling; culture; leading under uncertainty; role-plays

05 Governance, Execution & Capstone

- Transformation governance & dashboards; embedding change
- Capstone: transformation plan with peer critique

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Strategic Decision-Making & Problem-Solving

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
4 days Classroom or live virtual	Professional Course	EN / AR	In-house · Public · Online

Program overview

Make better strategic decisions under pressure and uncertainty. Participants apply strategic thinking and analytical tools, identify root causes and risks, use critical and creative thinking to generate options, and build a personal decision playbook.

Who should attend

- Leaders and managers making strategic decisions
- Professionals, entrepreneurs and project managers

Learning objectives

- Apply a structured approach to decisions and problems
- Identify root causes and risks before deciding
- Use critical thinking to assess options
- Generate creative and strategic solutions
- Decide under pressure and uncertainty
- Build a problem-solving culture

Detailed content

01 Fundamentals of Strategic Thinking

- Decision process
- Cognitive biases
- Complex problems; root causes vs symptoms

02 Analytical Tools

- SWOT
- Decision trees
- 5 Whys & RCA

03 Problem-Solving Techniques

- Brainstorming, SCAMPER, mind mapping
- Lateral thinking
- Risk assessment

04 Deciding Under Pressure

- Objectivity & emotions
- Data-driven decisions
- Intuition vs logic

05 Team Decision-Making

- Consensus & conflicting views
- Culture of critical thinking
- Business case study

06 Personal Decision Playbook

- Personal framework
- Action planning
- Final challenge

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Strategic Management & Planning

DURATION
- **1 day** Mini-MBA module
- **4 days**
- **6 days** With Hoshin Kanri

PROGRAM TYPE
Professional Course

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

Formulate, execute and control strategy. Participants work through strategic management concepts, planning models, vision and mission, environmental scanning and SWOT, strategic control with KPIs and balanced scorecards and strategic risk; the extended format adds Hoshin Kanri.

Who should attend

- Senior and middle managers
- Strategy & planning office staff
- Mini-MBA participants

Learning objectives

- Understand strategic management concepts, contexts and decisions
- Formulate vision, mission, goals and objectives using environmental scanning and SWOT
- Put the strategic plan into action
- Control strategy with KPIs, benchmarking, dashboards and balanced scorecard
- Manage strategic risk and uncertainty (ISO 31000 / ERM)
- Deploy strategy with Hoshin Kanri (6-day)

Detailed content

01 1. Strategic Management Concept, Context & Composition
- Motivation & rationale
- Three contexts
- Composing factors
- Strategic decision framework

02 2. Strategic Planning
- Planning models
- Vision, mission & business modelling
- Environmental scan & strategic goals
- SWOT & strategic objectives
- Executing the plan

03 3. Strategic Control
- Control systems & standards
- Benchmarking & metrics
- KPIs
- Continual improvement through control
- Dashboards & balanced scorecard

04 4. Strategic Risk Management
- Risk & uncertainty
- Strategic risk framework
- Risk identification & assessment matrix
- Enterprise risk management

05 5. Hoshin Kanri Planning (6-day format)
- Catchball & X-matrix
- Policy deployment & reviews

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Thinking & Planning Strategically

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
3 days	Workshop	EN / AR	In-house · Public · Online

Program overview

Help leaders and experts contribute to strategy. Using a strategic map, participants analyse the internal and external environment, build a strategic foundation of vision, mission and values, take part in a business simulation and present a business strategy.

Who should attend

- Executives, leaders, managers and technical experts contributing to strategy

Learning objectives

- Structure strategy using a strategic map
- Build a strategic foundation (vision, mission, values)
- Apply strategic thinking tools and present a business case

Detailed content

- Why strategy matters; executive presence
- The strategic map model
- Internal and external analysis
- Strategic foundation: vision, mission, values
- Business simulation
- Building the business strategy; presentations

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Vision & Mission Development

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
1 day	Workshop	EN / AR	In-house · Public · Online

Program overview

A one-day workshop to craft vision and mission statements that inspire and guide. Participants learn the criteria for an effective vision, the difference between vision and mission, and how both set strategic direction, then draft their own.

Who should attend

- Leaders, strategy and planning teams

Learning objectives

- Craft compelling vision and mission statements
- Use them to set strategic direction

Detailed content

- Vision vs mission statements
- Criteria for an effective vision
- Using vision & mission to set strategic direction
- Examples and workshop

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Advanced Leadership

DURATION 5 days

PROGRAM TYPE Executive Program

LANGUAGE EN / AR

DELIVERY In-house · Public · Online

Program overview

An advanced leadership programme for executives and managers. Over five days participants build a performance culture, think and plan strategically, lead with emotional intelligence, motivate and engage teams and coach people to higher performance.

Who should attend

- Executives
- Managers & team leaders

Learning objectives

- Lead in a performance-based culture
- Think and plan strategically
- Lead with emotional intelligence
- Motivate and engage teams
- Coach others for performance

Detailed content

01 Performance & Culture

- Leading in a performance-based culture
- Leadership style preferences
- My leadership style and my team
- Embodying values

02 Strategic Thinking & Planning

- Strategic management process
- Strategic thinking vs planning
- Environmental analysis: Porter's 5 forces, SWOT, PESTEL
- Generic competitive strategies
- Objectives, KPIs & targets
- Strategic alignment & execution

03 Emotional Intelligence

- EI in the workplace
- EQ self-assessment
- EI model
- Developing EQ
- Team EI

04 Motivation & Engagement

- Key drivers of motivation
- Maslow's hierarchy
- Motivational environment
- Engagement & involvement
- Minimising team conflict

05 Coaching

- Coaching conversations
- Three drivers of coaching
- Coaching approaches & process
- Coaching vs feedback
- Powerful questions
- Developing others

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Business Understanding (Management Essentials Program)

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
8 days	Certificate Program	EN / AR	In-house · Public · Online

Program overview

A broad management essentials programme. Participants gain a working understanding of leadership, strategy, marketing, sales, finance, people management, supply chain, operations and quality, and how each creates competitive advantage.

Who should attend

- Leaders and team members who need a broad business view

Learning objectives

- Lead self, others and strategic change
- Develop and cascade strategy
- Apply marketing, sales, finance and people management essentials
- Understand supply chain, operations and quality as sources of competitive advantage

Detailed content

01 Leadership for Business Effectiveness

- Personal leadership
- Team leadership
- Leading change

02 Strategic Management

- Strategic planning
- Strategy execution & cascading

03 Marketing

- Value creation
- Segmentation & targeting
- Branding, pricing, distribution, promotion
- Digital marketing

04 Finance for Managers

- Financial statements & ratios
- Investment appraisal & cash-flow forecasting
- Value-based management & valuation

05 People Management

- Attract, retain & motivate
- Interviewing & assessment
- Employee value proposition

06 Sales Management

- Sales strategy & process
- Account strategy & customer psychology
- Persuasion

07 Managing Your Supply Chain

- Demand, supply & inventory management
- Production & transportation
- Location, sourcing & SC strategy

08 Operations Management

- Designing, analysing & improving the transformation process

09 Quality

- Quality systems, Six Sigma & continual improvement

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Completion
REQUIREMENTS	Completion of all program modules and their assessments.

Change Management

DURATION
- 1 day Essentials
- 2 days Full workshop

PROGRAM TYPE
Workshop

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

Lead change people will actually follow. Using the Rider–Elephant–Path model, participants learn to give clear direction, engage emotions, shrink the change and shape the environment and habits that make change stick, ending with a change plan.

Who should attend

- Managers & team leaders leading change
- HR & transformation staff
- Project & improvement leaders

Learning objectives

- Understand the rational (Rider) and emotional (Elephant) sides of change
- Direct the Rider with clear, specific moves
- Motivate the Elephant by finding the feeling and shrinking the change
- Shape the path through environment, habits and social influence
- Plan and sustain a change and overcome obstacles

Detailed content

01 Understanding Change
- Why change is hard: Rider, Elephant & Path
- Organisational change models: Kotter's 8 steps, ADKAR (overview)

02 Direct the Rider
- Find the bright spots
- Script the critical moves
- Point to the destination

03 Motivate the Elephant
- Find the feeling
- Shrink the change
- Grow your people

04 Shape the Path
- Tweak the environment
- Build habits
- Rally the herd

05 Making the Switch
- Keep the switch going
- How to make a switch – change plan
- Overcoming obstacles

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Developing Managerial Skills & Supporting the Work Team

تنمية المهارات الإدارية ودعم فريق العمل

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
5 days	Professional Course	AR	In-house · Public · Online

Program overview

برنامج باللغة العربية لتنمية المهارات الإدارية ودعم فريق العمل: محاور العملية الإدارية، مقومات مناخ العمل السليم، الأساليب العلمية في الإدارة، التأثير المتبادل مع الإدارة والجمهور، والقيادة والتفويض.

Who should attend

- Employees and managers responsible for managing people

Learning objectives

- تنمية مهارات فريق العمل وتوثيق الصلات مع الإدارة والجمهور والجهات المختلفة
- التعريف بضوابط وأساليب التعامل مع فريق العمل
- التعريف بمقومات مناخ العمل السليم وتحسين ظروفه

Detailed content

01 اليوم الأول – محاور العملية الإدارية

- الهيكل التنظيمي والمهام والأشخاص
- عناصر العملية الإدارية
- دور الإدارة في تحقيق الأهداف وقيادة الفريق

02 اليوم الثاني – مناخ العمل السليم

- تطوير فكر القيادات وروح الفريق
- توزيع المهارات الإدارية (فنياً، إنسانياً، فكرياً)
- الحوافز والتدريب
- تحسين ظروف العمل

03 اليوم الثالث – الأساليب العلمية

- استخدام الموارد لتحقيق الأهداف
- حل المشكلات ومعايير الأداء
- تحفيز المرؤوسين والاتصالات الرأسية والأفقية
- الاجتماعات

04 اليوم الرابع – التأثير المتبادل

- توقعات العاملين والمديرين ودعم الإبداع
- قياس الانحرافات والمتابعة
- الأساليب التأديبية وفرص التصحيح

05 اليوم الخامس – القيادة والتفويض

- الأنماط القيادية والقوى المؤثرة
- تفويض السلطات
- الاتصال الفعال بين المستويات
- قيادة الفريق لتوليد الأفكار

الشهادة والتقييم

الشهادة	شهادة حضور من مركز التميز
شروط الحصول على الشهادة	حضور البرنامج بالكامل.

Empowering Through Delegation (The People Manager)

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
1 day	Workshop	EN / AR	In-house · Public · Online

Program overview

Delegate effectively and empower your team. Participants learn why and when to delegate, the principles and common pitfalls, practical stages for successful delegation, how to monitor delegated work without over-reporting and how to give feedback.

Who should attend

- New and experienced managers & supervisors

Learning objectives

- Understand why delegation is a core management skill
- Decide which tasks to delegate
- Apply rules of successful delegation
- Monitor delegated work and avoid over-reporting
- Give feedback and review the delegation process

Detailed content

01 Why & when to delegate

02 Principles of delegation & common pitfalls

03 Practical stages for successful delegation

04 Monitoring delegated tasks & recognising over-reporting

05 Feedback & reviewing the delegation process

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Leaders Open Doors

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
1 day	Workshop	EN / AR	In-house · Public · Online

Program overview

A one-day workshop based on Bill Treasurer's 'Leaders Open Doors'. Participants explore leadership as creating opportunities for others through six 'doors' – from the proving ground to personal transformation – and plan the doors they will open for their people.

Who should attend

- Managers and emerging leaders

Learning objectives

- Understand open-door leadership: leaders as creators of opportunity
- Apply the six 'doors' to develop people
- Create opportunities for people to thrive and lead

Detailed content

01 The proving-ground door

02 The thought-shifting door

03 The door to a second chance

04 The doors you open for others

05 The door to personal transformation

06 The door to your open heart

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Leadership & Management Modular Series (1-day modules)

DURATION
1 day Per module
2–3 days Selected practice modules

PROGRAM TYPE
Certificate Program

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

A modular leadership academy of one-day modules that organisations can combine as needed: leadership context, motivation, style, leading people and change, direction and strategy, developing and influential leadership, teams, strategic planning, control and risk, plus practical management modules.

Who should attend

- Managers and supervisors; organizations building a modular leadership academy

Learning objectives

- Build leadership and management capability in short, stackable modules

Detailed content

01 Leadership modules (1 day each)

- Context & challenges in leadership
- Motivation
- Leadership style & impact
- Leading people
- Leading change
- Direction & strategy
- Developing leaders
- Influential leadership
- Managing teams effectively

02 Strategy modules (1 day each)

- Strategic planning
- Strategic control (KPIs, benchmarking, balanced scorecard)
- Strategic risk management

03 Management practice modules

- Business ethics (1 day)
- Meeting management (1 day)
- The people manager empowers through delegation (1 day)
- Plans & performance appraisals (2 days)
- Monitoring & control (2 days)
- Problem solving & decision making (3 days)

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Completion
REQUIREMENTS	Completion of all program modules and their assessments.

Leadership Book-Based Workshops (Jack Welch & the GE Way; Talent Is Overrated)

DURATION
- **1 day** Talent Is Overrated
- **2 days** Jack Welch & the GE Way

PROGRAM TYPE
Workshop

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

Short workshops that turn well-known management books into practical lessons. 'Jack Welch & the GE Way' explores boundaryless organisations and leadership; 'Talent Is Overrated' shows how deliberate practice creates great performance in people and organisations.

Who should attend

- Managers and high-potentials

Learning objectives

- Apply leadership lessons from well-known management books to your organization

Detailed content

01 Jack Welch & the GE Way (2 days)

- Act like a leader, not a manager
- Building market-leading businesses; the boundaryless organization
- Harnessing people for competitive advantage
- Service & globalization for growth; driving quality (Six Sigma)

02 Talent Is Overrated (1 day)

- The real source of great performance
- Role of intelligence and memory
- Deliberate practice
- Applying the principles personally and organizationally

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Leadership Skills

DURATION
3 days

PROGRAM TYPE
Professional Course

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

Develop practical leadership skills. Participants explore leadership theories and their own style, motivation, leading individuals and teams, coaching, setting direction and shaping culture, developing leaders and influencing others.

Who should attend

- New and developing managers & team leaders

Learning objectives

- Understand leadership theories and styles and assess your own
- Motivate individuals and teams
- Lead people: personality types, team roles, coaching
- Set direction, shape values and lead change
- Develop yourself and others as leaders
- Influence and persuade, working with politics and power

Detailed content

01 Context & Challenges in Leadership

- Leadership vs management
- Leadership theories & styles
- Factors affecting style
- Self-assessment

02 Motivation

- Maslow
- Herzberg
- Expectancy theory
- Principles of motivation
- Self-actualisation in the team

03 Leading People

- Personality types
- Team roles
- Leading individuals
- Leadership functions
- Coaching, mentoring & facilitating
- Creating & leading teams

04 Direction & Strategy

- Strategic focus
- Shaping values & culture
- Change leadership

05 Developing Leaders

- Leadership development models
- Developing yourself & others

06 Influential Leadership

- Influence & persuasion
- Politics & power

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Leadership, Problem Solving & Time Management Skills (Package)

DURATION
5 days 3 + 1 + 1

PROGRAM TYPE
Professional Course

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

A five-day package for supervisors and new managers that combines three days of leadership skills with one day of problem solving and critical thinking and one day of time management.

Who should attend

- Supervisors, team leaders and new managers

Learning objectives

- Combine leadership fundamentals with practical problem-solving and time-management skills

Detailed content

01 Leadership Skills – 3 days
- See LEAD-3D

02 Problem Solving & Critical Thinking – 1 day
- See PS-CT

03 Time Management – 1 day
- See TIME

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Managing Engineering & Technical Professionals

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
3 days	Professional Course	EN / AR	In-house · Public · Online

Program overview

Help engineers make the transition into management. Participants learn the value managers add, avoid common supervisory errors, lead technical teams, build emotional intelligence, coach and delegate, negotiate and run constructive meetings and performance reviews.

Who should attend

- Engineers and technical professionals newly promoted to (or developing in) management in product development, manufacturing, service and quality

Learning objectives

- Explain the value of management and avoid common supervisory errors
- Lead technical teams with focus and commitment
- Apply emotional intelligence, coaching, delegation and negotiation
- Run constructive meetings and performance reviews

Detailed content

01 The Management Perspective

- Value proposition of management; the Peter Principle; common errors
- What leadership is about; teamwork; focus & commitment (Tower Game)

02 Psychology of Modern Leadership

- Process-centred leadership; task vs relationship; team models; reducing bad politics

03 Change & Emotional Intelligence

- Psychology & stages of change
- Five elements of emotional leadership; developing EI
- Solving meeting problems; five keys to successful meetings

04 Practical Issues

- Difficult people; delegation; coaching & trust
- Basic negotiation – positions, interests, win-win
- Constructive performance reviews incl. legal requirements (Egyptian Labour Law)

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Master the Six Sources of Influence (Behaviour Change)

DURATION
2–3 days

PROGRAM TYPE
Workshop

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

Change behaviour at scale by working on six sources of influence – personal, social and structural motivation and ability. Participants identify the vital behaviours behind results and design influence strategies that make change inevitable.

Who should attend

- Leaders, change agents, HR and OD professionals

Learning objectives

- Identify vital behaviours
- Use six sources of influence to make change inevitable

Detailed content

- Personal motivation – connect behaviours to values
- Personal ability – deliberate practice, standards & feedback
- Social motivation – positive peer pressure
- Social ability – enable others
- Structural motivation – effective incentives
- Structural ability – change the environment

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Mini-MBA – Business Management Essentials

DURATION
5 days 35 hours
Modular Extended – combine the Mini-MBA courses

PROGRAM TYPE
Certificate Program

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

A compact business-management programme covering the core of an MBA in practical form: organisational behaviour and HR, marketing and digital marketing, project management, supply chain and sales, and leadership and strategic management.

Who should attend

- Managers and professionals who need a broad, practical grounding in business management

Learning objectives

- Apply organisational behaviour and HR principles
- Build marketing strategy incl. digital marketing
- Manage projects with a structured approach
- Understand supply chain and sales management
- Lead and manage strategy, control and strategic risk

Detailed content

01 Human Resources & Organisational Behaviour (8 h)

- Psychological contracts; motivation & rewards; justice
- Job analysis/design; HR planning; legal requirements
- Recruitment, selection, appraisal, compensation & benefits
- Groups, leadership, ethics & culture

02 Marketing & E-Marketing (8 h)

- Strategic marketing planning
- Competitive advantage & generic strategies
- Segmentation, targeting, positioning
- Analytical marketing & pricing
- Digital marketing basics

03 Principles of Project Management (7 h)

- Structured approach; charter & stakeholders
- Scope & WBS
- Risk management
- Schedule & critical path; resources
- Monitoring, earned value & corrective action
- Closing

04 Supply Chain & Sales Management (6 h)

- SCM fundamentals: forecasting, master planning, capacity, inventory, distribution, purchasing, JIT
- Sales strategy, pipeline & key accounts

05 Leadership & Strategic Management (6 h)

- Strategic management concept & decisions
- Strategic planning: vision, mission, environmental scan, SWOT, objectives
- Strategic control: KPIs, dashboards, balanced scorecard
- Strategic risk management (ISO 31000 / ERM)
- Leadership styles, personality & team roles, change leadership

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Completion
REQUIREMENTS	Completion of all program modules and their assessments.

Practicing Leadership Program (Comprehensive Leadership Development)

DURATION
20.5 days 18 modules – full programme
0.5–1 day Per module

PROGRAM TYPE
Certificate Program

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

A comprehensive leadership development programme in 18 modules covering leadership context and style, motivation, leading people and change, direction and strategy, developing leaders, influence, teams, strategic control and risk, problem solving and ethics. Modules can be taken separately.

Who should attend

- Senior & middle managers
- High-potential leaders
- Management teams

Learning objectives

- Align leadership approach with responsibilities and organisational challenges
- Motivate, coach and develop people and rising leaders
- Lead change and build a culture of leadership and ownership
- Plan strategy, control performance and manage strategic risk
- Solve problems and make decisions
- Run appraisals, meetings and delegation effectively
- Apply ethical principles

Detailed content

01 1. Context & challenges in leadership (1 day)

- Leadership vs management theories
- Leadership styles & influencing factors
- Self-assessment

02 2. Motivation (1 day)

- Maslow, Herzberg, expectancy theory
- Principles of motivation

03 3. Leadership style & impact (1 day)

- Managing talent strategically
- Motivating a diverse workforce
- Personal decisions & organisational capability

04 4. Leading people (1 day)

- Personality types & team roles
- Leadership functions
- Coaching, mentoring & facilitating
- Creating & leading teams

05 5. Leading change (1 day)

- Human side of change
- Aligning culture & strategy
- Performance during change

06 6. Direction & strategy (0.5 day)

- Strategic focus
- Shaping values & culture

07 7. Strategic planning (1 day)

- Planning models
- Vision, mission, business model
- Environmental scan, SWOT, strategic objectives
- Executing the plan

08 8. Developing leaders (1 day)

- Leadership development models
- Developing self & others

09 9. Influential leadership (1 day)

- Influence & persuasion
- Politics & power

10 10. Managing teams effectively (1 day)

- Team effectiveness
- Using individual differences
- From productive teams to leadership teams

11 11. Strategic control (1 day)

- Control systems & standards
- Benchmarking & metrics
- KPIs, dashboards & balanced scorecard

12 12. Strategic risk management (1 day)

- Risk & uncertainty
- Strategic risk framework & assessment matrix
- Enterprise risk management (ISO 31000 / COSO ERM)

13 13. Problem solving & decision making (3 days)

- Decision process & anatomy of a decision
- Problem-solving steps & tools; RCA
- Creative & analytical processes
- Team formation & managing resistance
- Implementing decisions

14 14. Plans & performance appraisals (2 days)

- Performance management tools
- SMART objectives
- The appraisal meeting & skills
- Documentation & follow-up

15 15. Business ethics (1 day)

- Organisational justice
- Leadership & ethics
- Culture

16 16. Monitoring & control (2 days)

- Hoshin Kanri
- Feedback loops; process & performance control
- Setting up KPIs
- Job descriptions & job redesign
- Action plans & follow-up
- Effective team meetings

17 17. Meeting management (0.5 day)

- Planning, agendas, roles
- Chairing & minutes

18 18. Empowering through delegation (0.5 day)

- Why/when/how to delegate
- Pitfalls; monitoring & feedback

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Completion
REQUIREMENTS	Completion of all program modules and their assessments.

Supervision Skills

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
2 days	Professional Course	EN / AR	In-house · Public · Online

Program overview

Make a confident transition from team member to supervisor. Participants learn the supervisor's role, the skills it requires, managing people, tasks, information and resources, SMART goal setting, planning and running effective team meetings.

Who should attend

- New and prospective supervisors and team leaders

Learning objectives

- Understand the supervisor's role and how it differs from management
- Develop the skills a supervisor needs
- Manage people, activities, information and resources
- Set SMART goals
- Apply analytical and planning skills
- Run effective team meetings

Detailed content

01 From team member to supervisor
- Supervision vs management
- Role of the supervisor

02 Supervisory skills
- Skills needed
- Managing people, activities, information & resources

03 Goals & planning
- SMART goals
- Analytical & planning skills

04 Effective team meetings

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Team Building & Team Participation Management

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
2 days	Workshop	EN / AR	In-house · Public · Online

Program overview

Build trust and high performance in teams. Participants learn how teams develop, principles of high-performing and dispersed teams, take part in an experiential team challenge and practise managing conflict and sustaining performance over time.

Who should attend

- Team leaders and members of new or existing teams, incl. geographically dispersed teams

Learning objectives

- Build trust quickly in new and existing teams
- Apply principles of high-performing teams
- Improve communication within multi-location teams
- Manage team conflict and sustain high performance

Detailed content

01 Part 1 – Building Trust & High-Performing Teams

- Team development stages
- Roles & collaboration
- Communication in co-located vs dispersed teams

02 Part 2 – Experiential Team Challenge

- Outdoor or indoor team-building activity (≈2.5 h) & debrief

03 Part 3 – Managing Team Conflict

- Conflict sources & styles
- Keeping performance high over time
- Team action plan

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Human Resources

Human resources diplomas and workshops on talent, performance, learning and employee relations.

Human Resources & People Management

7 PROGRAMS IN THIS GROUP – click a program to open it

L01	Human Resources Diploma – Developing a Successful HR Manager	10–12 days · ≈21 days	273
L02	Managing Sit-ins and Strikes	2 days	275
L03	Organizational Behavior (Mini-MBA)	1 day · 2 days	276
L04	Principles of Human Resource Management (Mini-MBA)	1 day · 3 days	277
L05	Talent Management Workshop	1 day	278
L06	The Journey of Workforce Learning (L&D Strategy)	1 day	279
L07	The People Manager Plans & Appraises Performance	2 days	280

Human Resources Diploma – Developing a Successful HR Manager

DURATION
10–12 days English modular diploma
≈21 days Arabic diploma

PROGRAM TYPE
Diploma

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

A modular diploma that develops successful HR managers. It covers strategic HRM, job analysis and competencies, recruitment and selection, training and development, performance management, compensation and benefits, and leading change and culture; the Arabic edition adds labour law and a graduation project.

Who should attend

- HR professionals & HR managers
- Line managers with people responsibilities

Learning objectives

- Explain HR functions and their link to the workplace
- Link HR strategy to corporate strategy
- Run job analysis, competency-based recruitment and onboarding
- Design training with ADDIE and evaluate with Kirkpatrick
- Manage performance and appraisal
- Design pay structures and total rewards
- Lead change and culture

Detailed content

01 1. Strategic HRM (2 days)

- Strategy, SWOT
- Vision, mission, values & goals
- Corporate & BU strategy
- HR strategy & linkage to corporate strategy
- Case study

02 2. Job Analysis, Job Descriptions & Competencies (1 day)

03 3. Recruitment & Selection (2 days)

- Manpower planning
- Recruiting
- Competency-based interviews & role play
- Orientation & onboarding
- Employee life cycle & exit interviews

04 4. Training & Development (1 day)

- ADDIE
- TNA
- Design & delivery
- Kirkpatrick evaluation

05 5. Performance Management (2 days)

- Performance management vs appraisal
- Performance measures & cycle
- Appraisals
- HBR case study & role play

06 6. Compensation & Benefits (2 days)

- Job evaluation
- Pay grades & salary structure
- Benefits & total rewards
- Reward & recognition
- Pay for performance

07 7. Leading Change & Culture (1 day)

- Kotter's 8 steps
- Motivation theories
- Defining & improving culture

Certificate & assessment

CERTIFICATE	Excellence Center Diploma
REQUIREMENTS	Completion of all modules and the final assessment or applied project.

Managing Sit-ins and Strikes

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
2 days	Workshop	EN / AR	In-house · Public · Online

Program overview

Prepare management to handle sit-ins and strikes lawfully and calmly. The course covers assessing strike risk, forming a strike management team, planning production, security and labour, communicating internally and with the media, and post-strike recovery.

Who should attend

- HR, operations, security and senior managers

Learning objectives

- Assess whether the organization is strike-prone
- Build a strike management team and plan
- Maintain operations, security and communication during a strike

Detailed content

- Strikes and lock-outs; management approach and objectives
- Setting up a strike management team; general planning
- Planning production/service continuity and emergency maintenance
- Security and protection
- Labour management during a strike; communication & press releases
- Guidelines for handling a strike; dealing with authorities
- Post-strike procedures; quick-reference checklists

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Organizational Behavior (Mini-MBA)

DURATION
1 day Mini-MBA module
2 days

PROGRAM TYPE
Professional Course

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

Understand how people and groups behave at work. Participants study psychological contracts, motivation and rewards, organisational justice, job redesign, group processes, leadership and ethics and organisational culture, and apply them to real organisational issues.

Who should attend

- Managers and professionals in Mini-MBA track

Learning objectives

- Understand main OB theories
- Analyse contemporary organisational issues using theory and evidence
- Apply OB theories to practical problems

Detailed content

01 Psychological contracts

02 Motivation & rewards

03 Organisational justice

04 Performance & counter-productive performance

05 Job redesign

06 Groups & group processes

07 Leadership & ethics

08 Organisational culture

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Principles of Human Resource Management (Mini-MBA)

DURATION
1 day Mini-MBA module
3 days

PROGRAM TYPE
Professional Course

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

An introduction to the functions of human resource management for HR practitioners and line managers: strategic HRM, job analysis and HR planning, labour law and diversity, recruitment and selection, development, appraisal, compensation, health and safety and employee relations.

Who should attend

- HR practitioners and line managers
- Mini-MBA participants

Learning objectives

- Explain HR functions from employee and employer perspectives
- Apply HRM principles to hiring, pay and legal compliance
- Address diversity and discrimination issues
- Anticipate HR trends and adapt

Detailed content

01 Strategic importance of HRM

02 Job analysis & design; HR planning

03 Legal requirements (local labour law) & diversity

04 Recruitment & selection

05 Orientation, training, development & career planning

06 Performance appraisal

07 Compensation & benefits

08 Health & safety at work

09 Employee relations & union-management framework

10 HR auditing

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Talent Management Workshop

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
1 day	Workshop	EN / AR	In-house · Public · Online

Program overview

A one-day workshop on attracting, developing and retaining talent. Participants learn talent and succession planning, competency-based management, identifying high potentials and running talent reviews, and how to keep people engaged.

Who should attend

- HR professionals and line managers

Learning objectives

- Apply talent management in your organization
- Manage high-potential employees
- Use competency-based management and succession planning

Detailed content

- Understanding talent, performance management and succession planning
- Creating a talent management plan; job analysis and position profiles
- Competency-based programs; identifying talent; bench strength
- Talent assessments and talent profiles; talent review meetings
- Engaging and developing high potentials; evaluating the plan

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

The Journey of Workforce Learning (L&D Strategy)

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
1 day	Workshop	EN / AR	In-house · Public · Online

Program overview

Build a workforce learning and development strategy. Participants define vision and principles, core skills and values, learning and development routes – vocational and professional – and the infrastructure and implementation steps needed to make learning drive service quality.

Who should attend

- HR/L&D leaders and managers

Learning objectives

- Build a workforce learning strategy linked to culture and customer care

Detailed content

- Vision, scope and principles
- Workforce context; core skills, standards and values
- Opening up learning opportunities; vocational & professional development
- Leading and managing learning; infrastructure; implementation

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

The People Manager Plans & Appraises Performance

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
2 days	Workshop	EN / AR	In-house · Public · Online

Program overview

Run performance appraisals that improve performance. Managers learn to set SMART objectives, structure appraisal meetings, gather evidence, question, listen and give constructive feedback, and practise full appraisals in trios.

Who should attend

- Line managers and supervisors who conduct appraisals

Learning objectives

- Set SMART objectives
- Conduct structured, motivating appraisal meetings
- Give constructive feedback and follow up

Detailed content

- Principles and benefits of effective appraisals
- Setting and communicating SMART objectives; 'shoot-out' exercise
- Structuring the appraisal meeting; evidencing performance
- Questioning, listening and feedback skills
- Practice in trios (appraiser, appraisee, observer)
- Documentation and follow-up; preparation checklist

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

M

Finance, Banking & Risk

Finance for managers, accounting, IFRS, Arabic banking programmes and risk, governance and compliance.

Finance & Accounting | Banking (Arabic delivery) | Risk, Governance & Compliance

24 PROGRAMS IN THIS GROUP – click a program to open it

M01	Advanced Excel for Financial Professionals	5 days	283
M02	Budgeting, Forecasting, Planning & Control	3 days	285
M03	Business Finance	4 days	286
M04	Control Systems and Internal Audit	1 day	287
M05	Cost Accounting for Managerial Planning, Decision Making & Control	3 days	288
M06	Finance for Non-Financial Managers	1 day · 3 days	289
M07	Financial Statement Analysis	3 days	291
M08	IFRS Diploma (ACCA DipIFR Exam Preparation)	63 hours	292
M09	Anti-Money Laundering Strategies & Compliance	10 days	294
M10	Bank Branch Management	5 days	295
M11	Bank Credit & SME Financing	10 days	296
M12	Bank Credit for Beginners	5 days	297
M13	Banking Fundamentals	10 days	298
M14	Documentary Credits for Beginners	5 days	299
M15	Investment Management in Commercial & Islamic Banks	5 days	300
M16	Letters of Guarantee	5 days	301
M17	Supporting Bank Risk Management	5 days	302

M18	Syndicated Loans	3 days	303
M19	Technical & Economic Analysis of Global Gold Markets	5 days	304
M20	The Role of Leadership in Fighting Financial & Administrative Corruption	3 days	305
M21	Fraud Detection & Anti-Corruption Compliance	2 days	306
M22	Governance, Risk & Compliance (GRC) Essentials for Organizational Resilience	3 days · 5 days	307
M23	Operational Risk Management	3 days	308
M24	Operational Risk Management & Insurance in the Petroleum Industry	5 days	310

Advanced Excel for Financial Professionals

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
5 days	Technical	EN / AR	In-house · Public · Online

Program overview

Advanced Excel for finance teams. Participants organise and analyse data with tables and PivotTables, use lookups to reconcile datasets, build financial functions and models, create budgets, forecasts and scenarios, and produce dashboards with automation.

Who should attend

- Accountants & financial analysts
- FP&A, budgeting & reporting staff
- Finance managers

Learning objectives

- Organise and analyse financial data with tables and PivotTables
- Link and reconcile datasets with lookups
- Build financial functions and models (NPV, IRR, PMT, depreciation)
- Build budgets, forecasts and scenario/sensitivity analysis
- Create financial dashboards and management reports
- Automate data preparation with Power Query

Detailed content

01 Module 1 – Organising & Analysing Data

- Structuring financial data
- Tables & PivotTables for trial balance/GL analysis

02 Module 2 – Lookups & References

- XLOOKUP / INDEX-MATCH to link datasets
- Relative, absolute & mixed references
- Reconciliation techniques

03 Module 3 – Logic & Presentation

- IF, IFS, IFERROR, COUNTIFS/SUMIFS
- Paste options & conditional formatting
- Subtotal vs direct functions

04 Module 4 – Financial Functions & Modelling

- NPV, XNPV, IRR, XIRR, PMT, depreciation
- Loan & lease schedules
- Three-statement model basics

05 Module 5 – Budgeting, Forecasting & Scenarios

- Budget templates
- Forecasting functions
- Scenario Manager, Data Tables, Goal Seek
- Sensitivity analysis

06 Module 6 – Reporting & Automation

- Combo & dual-axis charts
- Financial dashboards
- Power Query for GL/ERP extracts

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Budgeting, Forecasting, Planning & Control

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
3 days	Professional Course	EN / AR	In-house · Public · Online

Program overview

Plan, budget and control business performance. Participants build business and financial plans, forecast with qualitative and quantitative methods, prepare master budgets and responsibility centres, and control with variance analysis and rolling forecasts.

Who should attend

- Directors
- Department managers
- Top management
- Budget owners & finance staff

Learning objectives

- Build business and financial plans
- Forecast with qualitative and quantitative techniques and measure accuracy
- Prepare a master budget and use responsibility centres
- Control performance with budget-vs-actual variance analysis and rolling forecasts
- Understand financial statements, ratios, CVP and capital budgeting

Detailed content

01 Planning & Forecasting

- Business plan & financial plans
- Purpose of the forecast; analysing data
- Qualitative & quantitative forecasting
- Time series: moving averages, exponential smoothing, trend
- Causal models: regression
- Demand management
- Forecast accuracy

02 Financial Management Essentials

- Role of financial management
- Risk & return; CAPM
- Time value of money (FV, PV)
- Capital budgeting: payback, NPV, IRR
- Capital structure
- Working capital & cash conversion cycle

03 Financial Statements & Analysis

- Balance sheet, income statement, EBITDA
- Cash flow statement
- Ratio analysis: liquidity, asset management, debt, profitability
- Cost-volume-profit & breakeven

04 Budgeting & Control

- Purpose of budgets & budgetary control cycle
- Master budget
- Responsibility centres
- Variance analysis (budget vs actual)
- Rolling forecasts & continuous planning
- Workshop

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Business Finance

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
4 days	Professional Course	EN / AR	In-house · Public · Online

Program overview

The fundamentals of corporate finance. Participants analyse financial statements and cash flows, apply the time value of money, value bonds and stocks, estimate the cost of capital and make capital budgeting, capital structure and dividend decisions.

Who should attend

- Managers and professionals needing corporate-finance tools

Learning objectives

- Apply time-value-of-money to valuation and cash flows
- Relate expected return and risk in portfolios
- Evaluate capital budgeting, capital structure and dividend decisions

Detailed content

01 Foundations

- Introduction to managerial finance
- Financial statements, cash flow and taxes; analysis of statements
- The financial environment

02 Valuation

- Risk and rates of return
- Time value of money
- Bond and stock valuation

03 Corporate Decisions

- Cost of capital; capital budgeting
- Capital structure and leverage
- Dividend policy

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Control Systems and Internal Audit

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
1 day	Workshop	EN / AR	In-house · Public · Online

Program overview

A one-day introduction to internal control and internal audit. Participants learn the types of control systems and the COSO framework, the difference between auditing, control and inspection, audit approaches and methods, and reporting results.

Who should attend

- Internal auditors, finance and compliance staff, managers

Learning objectives

- Understand types of internal control systems
- Distinguish auditing, control and inspection
- Apply audit processes, methods and reporting

Detailed content

01 Internal Control

- Types of control systems; aspects of internal control (COSO framework)

02 Auditing

- Definitions of auditing, control and inspection
- Approaches to auditing; processes and methods
- Reporting and follow-up of results

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Cost Accounting for Managerial Planning, Decision Making & Control

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
3 days	Professional Course	EN / AR	In-house · Public · Online

Program overview

Use cost information to plan, control and decide. Participants classify and accumulate costs with job-order and activity-based costing, apply CVP analysis, budget for profit, control with standard costs and variances, and evaluate performance and decisions.

Who should attend

- Accountants & cost accountants
- Business & operations managers
- Finance staff supporting decisions

Learning objectives

- Classify costs and accumulate them with job-order and activity-based costing
- Use CVP and cost behaviour for planning
- Budget for profit planning
- Control with standard costs, variances and responsibility accounting
- Measure performance (balanced scorecard, transfer pricing)
- Make non-routine, life-cycle, target-costing and capital-budgeting decisions

Detailed content

01 Introduction to Cost Management

02 Part I – Cost Accumulation

- Cost classifications, terminology & profit concepts
- Job-order costing
- Activity-based costing

03 Part II – Planning

- Cost-volume-profit analysis
- Cost behaviour analysis
- Budgeting for profit planning

04 Part III – Control

- Responsibility accounting, standard costs & variances
- Control of profit centres
- Performance measurement, balanced scorecard & transfer pricing

05 Part IV – Decision Making

- Non-routine decisions
- Life-cycle & target costing
- Capital budgeting

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Finance for Non-Financial Managers

DURATION
1 day Essentials
3 days Full course

PROGRAM TYPE
Professional Course

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

Finance made clear for managers without a financial background. Participants learn to read the balance sheet, income statement and cash flow, use key ratios, understand cost behaviour and break-even, and evaluate risk, return and investment decisions.

Who should attend

- Directors
- Department managers
- Top management without a finance background

Learning objectives

- Understand corporate finance and financial accounting basics
- Read and analyse the balance sheet, income statement and cash flow
- Classify ratio analysis areas
- Distinguish fixed and variable costs and their effect on pricing (breakeven)
- Understand risk and return, time value of money and capital budgeting
- Recognise financing options and their costs
- Prepare simple budgets and what-if models

Detailed content

01 Finance Fundamentals
- Finance definition & role of financial management
- Business resources
- Forms of business organisation

02 Financial Statements
- Balance sheet: current & fixed assets, depreciation
- Income statement: revenue, direct/indirect cost, EBITDA
- Statement of cash flows

03 Financial Analysis
- Ratio analysis: liquidity, asset management, debt, profitability

04 Costs & Decisions
- Fixed vs variable costs
- Breakeven & cost-volume-profit
- Budgets & what-if models

05 Risk, Return & Investment
- Risk & return; standalone vs systematic risk
- Time value of money: FV, PV
- Capital budgeting: NPV, IRR, payback
- Capital structure: equity vs debt
- Working capital & cash conversion cycle

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Financial Statement Analysis

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
3 days	Professional Course	EN / AR	In-house · Public · Online

Program overview

Read and interpret a company's financial position. Participants analyse the balance sheet, income statement and cash flow, apply financial ratios, combine market and industry knowledge and assess how the firm manages and finances its growth.

Who should attend

- Finance & accounting staff
- Credit & investment analysts
- Managers who read financial reports

Learning objectives

- Read and interpret the balance sheet, income statement and cash flow
- Analyse performance with financial ratios
- Combine industry and market knowledge with statements
- Assess how the firm manages and finances growth

Detailed content

01 Introduction & Financial Statement Overview

02 Balance Sheet

03 Income Statement

04 Cash Flow Statement

05 Financial Statement Analysis
- Horizontal & vertical analysis
- DuPont analysis

06 Financial Ratios
- Liquidity, efficiency, leverage, profitability, market ratios

07 Managing & Financing Growth
- Sustainable growth rate
- Financing options

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

IFRS Diploma (ACCA DipIFR Exam Preparation)

DURATION
63 hours 21 weekly sessions × 3 h

PROGRAM TYPE
Certification Prep

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

A structured diploma in International Financial Reporting Standards that prepares accountants and auditors for the ACCA DipIFR exam. Participants apply key IFRS recognition, measurement and disclosure requirements and prepare consolidated statements for groups, associates and joint arrangements.

Who should attend

- Accountants & auditors
- Finance managers preparing IFRS financial statements
- Candidates for ACCA DipIFR

Learning objectives

- Apply key IFRS recognition, measurement and disclosure requirements
- Account for groups: subsidiaries, associates and joint arrangements
- Prepare consolidated and separate financial statements
- Prepare for the ACCA DipIFR exam

Detailed content

01 Session 1
- Introduction; PP&E (IAS 16); impairment (IAS 36)

02 Session 2
- Leases (IFRS 16)

03 Session 3
- Revenue (IFRS 15)

04 Session 4
- Income taxes (IAS 12)

05 Session 5
- Investment property (IAS 40); non-current assets held for sale (IFRS 5)

06 Session 6
- Accounting policies, estimates & errors (IAS 8); provisions & contingencies (IAS 37)

07 Session 7
- Employee benefits (IAS 19)

08 Session 8
- Share-based payment (IFRS 2)

09 Session 9
- Earnings per share (IAS 33)

10 Session 10
- Intangible assets (IAS 38); events after the reporting period (IAS 10); inventories (IAS 2)

11 Sessions 11–13
- Subsidiaries, associates & joint arrangements (IFRS 10, 11, IAS 28)

12 Sessions 14–15
- Financial instruments (IFRS 9, IAS 32, IFRS 7)

13 Sessions 16–17

- Separate & consolidated financial statements (IAS 27, IFRS 10); presentation (IAS 1 → IFRS 18 from 2027)

14 Session 18

- Related parties (IAS 24); segment reporting (IFRS 8)

15 Session 19

- Government grants (IAS 20); borrowing costs (IAS 23)

16 Sessions 20–21

- Revision & exam practice

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Completion (exam preparation).
CREDENTIAL EXAM	The ACCA DipIFR credential is awarded by ACCA (Association of Chartered Certified Accountants). Candidates confirm eligibility and register for the exam directly with ACCA.

Anti-Money Laundering Strategies & Compliance

استراتيجيات مكافحة غسل الأموال (الامتثال)

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
10 days 2 weeks	Professional Course	AR	In-house · Public · Online

Program overview

برنامج متخصص لموظفي البنوك وشركات الصرافة والتأمين حول غسل الأموال: أشكاله ومراحله وآثاره، أساليبه الحديثة، الجهود الدولية وتوصيات FATF، دور البنك المركزي ووحدة مكافحة غسل الأموال وتمويل الإرهاب، وإجراءات اعرف عميلك والإبلاغ عن العمليات المشتبه فيها.

Who should attend

- Staff of banks, exchange companies and insurance companies; compliance officers

Learning objectives

- التعريف بغسل الأموال وأشكاله ومراحله وآثاره
- وسائل مكافحته من خلال البنوك في ضوء توصيات المنظمات الدولية والقوانين المحلية
- دور البنك المركزي ووحدة مكافحة غسل الأموال
- تطبيق إجراءات اعرف عميلك والإبلاغ عن الاشتباه

Detailed content

01 أولاً: نشاط غسل الأموال

- المفاهيم الأساسية: الأموال، المؤسسات المالية، المصادر المشروعة وغير المشروعة
- مفهوم غسل الأموال ومراحله (الإيداع – التمويه – الدمج)
- الآثار الاقتصادية
- الاعتراضات على المكافحة والرد عليها

02 ثانياً: أساليب غسل الأموال

- عبر الأنشطة التجارية والقانونية والفنية والرياضية والتأمينية والمصرفية والاجتماعية
- غسل الأموال إلكترونياً والأصول الافتراضية (البيتكوين) – توصية FATF رقم 15

03 ثالثاً: الجهود الدولية

- اتفاقية فيينا 1988 واتفاقية الأمم المتحدة لمكافحة الفساد
- توصيات FATF الأربعون (المحدثة) ومنهجية التقييم المتبادل
- دور البنوك المركزية عالمياً وعربياً (مجموعة MENAFATF)
- قانون مكافحة غسل الأموال المصري رقم 80 لسنة 2002 وتعديلاته (آخرها 2020) – الضوابط الرقابية للاشتباه والإبلاغ

04 رابعاً: وحدة مكافحة غسل الأموال وتمويل الإرهاب

- وظائفها ودورها الرقابي على شركات الصرافة
- تعليمات KYC و KYB
- التنسيق مع البنوك والجهات الرقابية والأمنية

05 خامساً: تطبيقات عملية

- وسائل غسل الأموال في البنوك والبورصة والأنشطة التجارية
- مؤشرات الاشتباه وطرق الإبلاغ والمتابعة

الشهادة والتقييم

الشهادة	شهادة حضور من مركز التميز
شروط الحصول على الشهادة	حضور البرنامج بالكامل.

Bank Branch Management

إدارة الفروع المصرفية

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
5 days	Professional Course	AR	In-house · Public · Online

Program overview

برنامج لمديري الفروع ونوابهم والمرشحين لإدارة الفروع: تطبيق الوظائف الإدارية على أنشطة الفرع، التخطيط والتنفيذ، تسويق المنتجات المصرفية وخدمة العملاء، إدارة الموارد البشرية والمركز المالي، والرقابة وإدارة المخاطر لتحقيق المستهدفات.

Who should attend

- Branch managers and deputies
- Department managers and equivalents
- Candidates for branch manager roles

Learning objectives

- تطبيق الوظائف الإدارية على أنشطة الفرع
- تسويق المنتجات والخدمات المصرفية والاتصال بالعملاء
- إدارة الموارد البشرية بالفرع
- الإدارة الفنية والرقابية للفرع وتحقيق المستهدف

Detailed content

01 مداخل إدارة الفروع

- استراتيجية وسياسات البنك
- نطاق أعمال الفروع ووظائفها
- مهام إدارة الفرع في تطبيق النظم والإجراءات

02 التخطيط والتنفيذ

- نشاط الودائع
- القروض والتسهيلات
- الخدمات المصرفية
- التخطيط والموازنة التخطيطية
- إدارة الأموال والنقدية
- تحقيق المستهدف

03 العملاء والتسويق

- مهارات الاتصال بالعملاء
- الجهود التسويقية

04 الموارد البشرية والمركز المالي

- إدارة الموارد البشرية بالفرع
- إدارة المركز المالي للفرع

05 الرقابة والمخاطر

- السيطرة على المخاطر التشغيلية
- الضبط الداخلي
- الواجبات الرقابية لمدير الفرع ونائبه والمراجعة الداخلية
- الواجبات الوظيفية لخدمة العملاء ومديري العلاقات ووحدة المخاطر

06 تطبيقات عملية

الشهادة والتقييم

الشهادة	شهادة حضور من مركز التميز
شروط الحصول على الشهادة	حضور البرنامج بالكامل.

Bank Credit & SME Financing

الائتمان المصرفي وتمويل المشروعات الصغيرة والمتوسطة

DURATION 10 days 2 weeks

PROGRAM TYPE Professional Course

LANGUAGE AR

DELIVERY In-house · Public · Online

Program overview

برنامج يجمع أسس الائتمان المصرفي السليم وإعداد الدراسة والتقرير الائتماني مع دور البنوك في تمويل المشروعات الصغيرة والمتوسطة ومتناهية الصغر وفق مبادرات وتعليمات البنك المركزي المصري.

Who should attend

- Credit, NPL, feasibility-study and credit-inquiry staff

Learning objectives

- تنمية المعارف بأسس الائتمان المصرفي السليمة
- إعداد الدراسة والتقرير الائتماني
- فهم دور البنوك في تمويل المشروعات الصغيرة والمتوسطة ومتناهية الصغر

Detailed content

01 الائتمان المصرفي

- المفهوم والمحاور الحاكمة للسياسة الائتمانية
- محاذير القرار الائتماني
- الأسس والضوابط السليمة
- الدراسة والتقرير الائتماني
- أنواع القروض وتصنيفاتها
- مراحل الائتمان: المنح والمتابعة والتجديد أو الإلغاء
- ضوابط منح ومتابعة المخاطر

02 تمويل المشروعات الصغيرة والمتوسطة

- دورها في التنمية وتعريفها (قانون 152 لسنة 2020)
- مشكلات التمويل والفئات المستهدفة
- أنواع القروض: مشروعات جديدة وقائمة
- الضمانات وتحديد قيمة القرض
- الفوائد والعمولات
- جهاز تنمية المشروعات (MSMEDA) ومبادرات البنك المركزي
- شركة ضمان مخاطر الائتمان
- تجارب ناجحة (جنوب شرق آسيا)

الشهادة والتقييم

الشهادة	شهادة حضور من مركز التميز
شروط الحصول على الشهادة	حضور البرنامج بالكامل.

Bank Credit for Beginners

الائتمان المصرفي (المبتدئين)

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
5 days 1 week	Professional Course	AR	In-house · Public · Online

Program overview

برنامج تأسيسي في الائتمان المصرفي: مفهوم الائتمان والسياسات الائتمانية، ضوابط القرار الائتماني، الدراسة والتقرير الائتماني، التصنيف الائتماني وفق تعليمات البنك المركزي ومعيار IFRS 9، التحليل المالي، ومتابعة المخاطر.

Who should attend

- Credit, NPL, feasibility-study and credit-inquiry staff

Learning objectives

- تنمية المعارف بأسس الائتمان المصرفي السليمة
- فهم الجوانب الفنية والعلمية للائتمان

Detailed content

01 مفهوم الائتمان والسياسات الائتمانية

02 محاذير وأسس وضوابط القرار الائتماني

03 الدراسة والتقرير الائتماني

04 التصنيف الائتماني (وفق تعليمات البنك المركزي ومعيار IFRS 9)

05 مراحل الائتمان

- المنح، المتابعة، التجديد أو الإلغاء

06 التحليل المالي أساس القرار

- الغرض، التدفقات النقدية، القدرة على السداد، الضمانات، دراسات الجدوى

07 ضوابط منح ومتابعة المخاطر

الشهادة والتقييم

الشهادة	شهادة حضور من مركز التميز
شروط الحصول على الشهادة	حضور البرنامج بالكامل.

Banking Fundamentals

أساسيات العمل المصرفي

DURATION: 10 days 2 weeks

PROGRAM TYPE: Professional Course

LANGUAGE: AR

DELIVERY: In-house · Public · Online

Program overview

مدخل شامل للعمل المصرفي للموظفين الجدد وحديثي التخرج: دور البنك المركزي والبنوك التجارية، وظائف البنوك وإداراتها، الخدمات المقدمة للأفراد والشركات، أساسيات الائتمان والعمليات والإدارات المساندة.

Who should attend

- New bank employees in all departments
- Graduates wishing to join banks; company staff dealing with banks

Learning objectives

- التعريف بأهمية قطاع البنوك والبنك المركزي ومسئوليات البنوك التجارية في الاقتصاد القومي
- التعريف بوظائف البنوك وأهم إداراتها وضوابط العمل بها
- التعريف بأهم الخدمات المقدمة للأفراد والهيئات

Detailed content

01 البنوك ونشأتها

- نشأة البنوك وتطورها
- أنواع البنوك وخصائصها
- البنوك المركزية: وظائفها ومسئولياتها وشروط التأسيس
- البنوك التجارية: دورها ووظائفها
- المشروعات التجارية

02 الخدمات والإدارات المصرفية

- الخدمات للأفراد والشركات
- الإدارات الرئيسية والمساعدة

03 الائتمان

- ائتمان التجزئة والشركات
- ضوابط ومحددات القرار الائتماني
- مراحل الدراسة والتعثر وعلاجه

04 العمليات

- الحوالات والبطاقات الائتمانية والشيكات
- الاعتمادات المستندية
- خطابات الضمان
- الحسابات الجارية والودائع
- الاستعلام المصرفي
- السويفت والتحويلات
- الشمول المالي والمدفوعات الرقمية (إنستاباي)

05 الإدارات المساعدة

- القانونية، الإدارية، الموارد البشرية

الشهادة والتقييم

الشهادة	شهادة حضور من مركز التميز
شروط الحصول على الشهادة	حضور البرنامج بالكامل.

Documentary Credits for Beginners

الاعتمادات المستندية (مبتدئين)

DURATION 5 days 1 week

PROGRAM TYPE Professional Course

LANGUAGE AR

DELIVERY In-house · Public · Online

Program overview

برنامج تأسيسي في الاعتمادات المستندية كوسيلة دفع في التجارة الدولية: أنواعها ومراحل تنفيذها، القواعد والأعراف الموحدة UCP 600، المستندات وفحصها، مع تطبيقات عملية وحالات.

Who should attend

- Documentary credit staff and other bank departments

Learning objectives

- فهم أهمية الاعتمادات المستندية كوسيلة دفع في التجارة الدولية
- الإلمام بأنواعها ومراحلها التنفيذية
- فهم إصدارات غرفة التجارة الدولية الحاكمة (UCP 600)

Detailed content

01 نشأة الاعتماد المستندي

- تعريفه وأطرافه وأنواعه وعناصره ودورته وأهميته

02 مراحل الاعتماد والخطوات التنفيذية

- الفتح، التعديلات، التجديدات، الالتزامات الآجلة، الإلغاء
- الضوابط في كل مرحلة والتزامات البنوك

03 القواعد والأعراف الدولية

- غرفة التجارة الدولية بباريس وإصداراتها
- UCP 600 و eUCP 2.0
- ISBP 821 لفحص المستندات
- Incoterms® 2020

04 المستندات

- مستندات النقل
- مستند التأمين والفواتير التجارية
- المستندات الأخرى

05 تطبيقات عملية وحالات

الشهادة والتقييم

الشهادة	شهادة حضور من مركز التميز
شروط الحصول على الشهادة	حضور البرنامج بالكامل.

Investment Management in Commercial & Islamic Banks

إدارة الاستثمارات في المصارف التجارية والإسلامية

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
5 days	Professional Course	AR	In-house · Public · Online

Program overview

برنامج لمسؤولي الاستثمار في البنوك والشركات والبورصات حول دور البنوك التجارية والإسلامية في إدارة الاستثمارات: الأسواق المالية، صناديق الاستثمار، تكوين المحافظ، التحليل المالي للمشروعات، والمؤشرات والتصنيفات العالمية.

Who should attend

- Investment officers in banks, companies and stock exchanges

Learning objectives

- التعريف بدور البنوك في إدارة الاستثمارات المالية وتكوين المحافظ من الأسهم والسندات
- التعرف على تصنيفات أسواق المال والنقد وصناديق الاستثمار
- اتخاذ قرارات الاستثمار في الأجلين الطويل والقصير

Detailed content

01 الأسواق المالية

- تعريفها وهيكلها: أسواق النقد وأسواق رأس المال والمشاركون
- الأسهم والسندات
- البورصات: أهدافها ووظائفها وإداراتها وضوابطها

02 مفهوم الاستثمار

- محافظ المتاجرة ومحافظ الاحتفاظ: تكوينها وضوابطها
- العوامل المؤثرة في قرارات الاستثمار في البنوك التجارية والإسلامية

03 صناديق الاستثمار

- أهدافها وأنواعها ومكوناتها والسياسات الحاكمة ودورها في التنمية

04 التحليل المالي للمشروعات كمدخل للاستثمار

- طرق التقييم والعوامل الحاكمة للقرار

05 المؤشرات والتصنيفات المالية العالمية

الشهادة والتقييم

الشهادة	شهادة حضور من مركز التميز
شروط الحصول على الشهادة	حضور البرنامج بالكامل.

Letters of Guarantee

خطابات الضمان

DURATION: 5 days 1 week

PROGRAM TYPE: Professional Course

LANGUAGE: AR

DELIVERY: In-house · Public · Online

Program overview

برنامج متخصص في خطابات الضمان المحلية والخارجية: أهميتها في تنشيط الأعمال، ضوابط إصدارها والنواحي الفنية لتنفيذها، والقواعد الدولية الحاكمة URDG 758 وISP98، مع تطبيقات عملية.

Who should attend

- Letters-of-guarantee staff
- Foreign operations staff

Learning objectives

- فهم أهمية خطابات الضمان في تنشيط الأعمال
- الإلمام بضوابط استخدامها والنواحي الفنية لتنفيذها
- فهم القواعد الدولية الحاكمة (URDG 758, ISP98)

Detailed content

01 خطاب الضمان المحلي

- المفهوم والأطراف والعناصر
- الأهمية للعميل والمستفيد والبنك
- الأنواع: ابتدائي، دفعة مقدمة، نهائي، حسن تنفيذ
- المراحل والأسس والضوابط التنفيذية

02 القواعد الحاكمة

- القوانين المحلية
- القواعد الموحدة للضمانات عند الطلب URDG 758
- الفرق بين خطاب الضمان والاعتماد الضامن Standby L/C (ISP98 / UCP 600)

03 خطابات الضمان الخارجية

- الأطراف والضوابط
- التزامات البنوك واستقلالية العلاقات

04 تطبيقات وحالات

الشهادة والتقييم

الشهادة	شهادة حضور من مركز التميز
شروط الحصول على الشهادة	حضور البرنامج بالكامل.

Supporting Bank Risk Management

دعم إدارة المخاطر المصرفية

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
5 days 1 week	Professional Course	AR	In-house · Public · Online

Program overview

برنامج لمديري البنوك ورؤساء الائتمان والاستثمار والعلاقات الخارجية يوضح مفهوم المخاطر المصرفية وأنواعها وأثر العولمة، ويدعم متخذي القرار بضوابط تجنب مخاطر الائتمان والاستثمار والعملات والتشغيل.

Who should attend

- Bank managers and heads of credit, investment and foreign relations

Learning objectives

- التعريف بمفهوم المخاطر عامةً والمصرفية خاصةً
- دعم صانعي القرار في الائتمان والاستثمار والعملات والموارد البشرية
- توضيح الضوابط العامة لتجنب المخاطر

Detailed content

01 المخاطر

- مفهومها وصفاتها وأنواعها ودرجاتها ومسبباتها
- الحوادث والخسائر

02 وظائف البنوك وإدارة الأموال

- المخاطر العامة
- إطار بازل 3 ومتطلبات البنك المركزي (نظرة عامة)

03 العولمة

- آثارها على الاقتصاد والبنوك
- منظمة التجارة العالمية

04 مخاطر الأنشطة المصرفية ووسائل تجنبها

- مخاطر الائتمان والتعثر
- مخاطر العملات الأجنبية والعلاقات الخارجية
- مخاطر الاستثمار وإدارة المحافظ
- مخاطر السيولة
- المخاطر التشغيلية
- مخاطر فقد القوى البشرية

الشهادة والتقييم

الشهادة	شهادة حضور من مركز التميز
شروط الحصول على الشهادة	حضور البرنامج بالكامل.

FINANCE, BANKING & RISK | Banking (Arabic delivery) M18

Syndicated Loans

القروض المشتركة

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
3 days	Professional Course	AR	In-house · Public · Online

Program overview

برنامج حول القروض المشتركة ودورها في تمويل المشروعات الكبرى: مفهومها وأنواعها، الجوانب الفنية والإجرائية، مهام البنك المرتب ووكيل القرض، وإدارة القرض بنجاح حتى السداد.

Who should attend

- Credit officers and staff in banking, feasibility studies and lending

Learning objectives

- تنمية معارف المشاركين بأسس القروض المشتركة ودورها في تمويل المشروعات القومية
- التعرف على الجوانب الفنية والإجرائية
- التعريف بمهام البنك مدير القرض (Agent/Arranger)

Detailed content

01 دور البنوك والائتمان المصرفي

- دور البنوك في دعم الاقتصاد
- العوامل الحاكمة للسياسات الائتمانية

02 مفهوم القروض المشتركة وأنواعها

- السمات الأساسية
- صفقة الاكتتاب الكامل (Underwritten)
- صفقة أفضل الجهود (Best efforts)
- صفقة النادي (Club deal)

03 البنك مدير القرض

- المسؤوليات والالتزامات
- إجراءات المنح والمتابعة والسداد والتجديد أو الإلغاء
- دور البنوك المشاركة وحقوقها والتزاماتها

04 إدارة القرض بنجاح

- التحليل المالي أساس القرار الائتماني
- الغرض والتدفقات النقدية والقدرة على السداد
- ظروف السوق والضمانات ودراسات الجدوى
- الضوابط والمخاطر

الشهادة والتقييم

الشهادة	شهادة حضور من مركز التميز
شروط الحصول على الشهادة	حضور البرنامج بالكامل.

Technical & Economic Analysis of Global Gold Markets

التحليل الفني والاقتصادي لبورصات الذهب العالمية

DURATION 5 days 1 week

PROGRAM TYPE Professional Course

LANGUAGE AR

DELIVERY In-house · Public · Online

Program overview

برنامج لمسؤولي الاستثمار والأوراق المالية حول أسواق الذهب العالمية: الأسواق والبورصات والسياسات النقدية، التحليل الفني والاقتصادي للذهب وعلاقته بالدولار، وتكوين المحافظ واتخاذ قرارات الاستثمار.

Who should attend

- Investment & securities staff in brokerage firms, banks and exchanges

Learning objectives

- التعريف بأسواق المال والنقد والبورصات العالمية والسياسات المالية والنقدية
- فهم الاستثمار في الذهب وعلاقته بالبورصات والدولار
- تكوين المحافظ واتخاذ قرارات الاستثمار

Detailed content

01 أولاً: الأسواق والاستثمار

- مفهوم الاستثمار في الأوراق المالية والمعادن النفيسة والسلع
- السوق الأولية والثانوية؛ الأسهم والسندات
- السياسات المالية والنقدية
- الأسواق المالية والنقدية والسلعية؛ المضاربات
- البورصات العالمية
- التحليل المالي كمدخل للاستثمار

02 ثانياً: الذهب

- مفهومه وأهميته وعياراته
- الذهب كسلعة استثمارية
- ارتباط سعره بالدولار والعملات وأسس التحليل الفني والأساسي
- صناديق الذهب المتداولة (Gold ETFs) والعقود الآجلة

03 المحافظ والمؤشرات

- تكوين وإدارة المحافظ بغرض المتاجرة والاحتفاظ
- المؤشرات المالية العالمية

الشهادة والتقييم

الشهادة	شهادة حضور من مركز التميز
شروط الحصول على الشهادة	حضور البرنامج بالكامل.

The Role of Leadership in Fighting Financial & Administrative Corruption

دور القيادة في محاربة الفساد المالي والإداري

DURATION: 3 days

PROGRAM TYPE: Professional Course

LANGUAGE: AR

DELIVERY: In-house · Public · Online

Program overview

برنامج للقيادات المصرفية والرقابية حول ظاهرة الفساد المالي والإداري: أنواعه ومظاهره وأسبابه وآثاره على التنمية، العلاقة بين الفساد وغسل الأموال، دور القيادة والأجهزة الرقابية، واستراتيجيات وضوابط المكافحة في البنوك.

Who should attend

- Bank and public-sector leaders, compliance and audit staff

Learning objectives

- فهم ظاهرة الفساد وأنواعها وأسبابها وآثارها على التنمية
- التعرف على الانحرافات التنظيمية والسلوكية والمالية والجنائية
- دور القيادة والأجهزة الرقابية في المكافحة
- ربط الفساد بغسل الأموال وضوابط العمليات المصرفية

Detailed content

01 مقدمة عن الفساد وغسل الأموال

- الفساد كظاهرة عالمية وتعريفه
- موقف الدول من الفساد

02 أنواع الفساد ومظاهره

- الفساد الإداري والمالي والأخلاقي
- الانحرافات التنظيمية والسلوكية والمالية والجنائية

03 أسباب الفساد وآثاره

- أسباب اقتصادية واجتماعية وإدارية ونظامية
- آثار الفساد على التنمية والاستثمار

04 استراتيجيات المكافحة

- دور الحكومة وهيئة الرقابة الإدارية
- الاستراتيجية الوطنية لمكافحة الفساد
- اتفاقية الأمم المتحدة لمكافحة الفساد
- دور المجتمع المدني
- النزاهة والشفافية والبوصلة الأخلاقية

05 الضوابط المصرفية

- فتح الحسابات والمستندات
- الإيداع النقدي والتعامل مع الحسابات
- العمليات عبر الحدود والحوالات
- المراقبة والاشتباه والإبلاغ وتدريب الموظفين

الشهادة والتقييم

الشهادة	شهادة حضور من مركز التميز
شروط الحصول على الشهادة	حضور البرنامج بالكامل.

Fraud Detection & Anti-Corruption Compliance

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
2 days	Workshop	EN / AR	In-house · Public · Online

Program overview

Protect the organisation against fraud and corruption. Participants review the international anti-corruption framework and ISO 37001, assess fraud and bribery risk, design an ethics and compliance programme, and learn detection, reporting and investigation practices.

Who should attend

- Compliance, internal audit, finance, legal and risk staff; managers in high-risk functions

Learning objectives

- Understand the international legal framework against corruption
- Assess fraud & corruption risk
- Design and run an anti-corruption ethics & compliance program

Detailed content

01 Framework & Risk

- UNCAC, OECD Convention, FCPA/UK Bribery Act overview; ISO 37001
- Fraud triangle; fraud & corruption risk assessment

02 Compliance Program

- Senior-management commitment and oversight
- Clear policies; detailed policies for high-risk areas
- Third parties and business partners
- Internal controls and record keeping
- Incentives, training and communication

03 Detection & Response

- Red flags and detection techniques
- Reporting channels and whistle-blowing
- Investigations; periodic reviews and evaluation

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Governance, Risk & Compliance (GRC) Essentials for Organizational Resilience

DURATION
3 days Essentials
5 days With workshops

PROGRAM TYPE
Professional Course

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

An integrated introduction to Governance, Risk and Compliance. Participants learn governance structures and ethics, apply ISO 31000 risk management with registers and heat maps, set up compliance programmes using ISO 37301 and ISO 37001, and align GRC with strategy.

Who should attend

- GRC officers; internal & external auditors
- Quality, safety and risk managers
- Strategy & governance executives; compliance, legal & regulatory officers
- Project managers, process owners, ISO coordinators

Learning objectives

- Understand GRC fundamentals and their business value
- Apply ISO 31000 risk management
- Establish compliance frameworks (ISO 37301, ISO 37001)
- Integrate GRC into strategy and daily operations

Detailed content

01 Foundations of GRC

- Definitions and value of integrated GRC
- Governance structures and leadership responsibilities
- Culture, ethics and accountability; case studies of failures and recoveries

02 Risk Management

- Risk types, sources and consequences; ISO 31000:2018
- Identification – evaluation – treatment; appetite vs tolerance
- Risk registers, matrices, heat maps; monitoring & review

03 Compliance & Strategic Alignment

- Compliance management (ISO 37301:2021); anti-bribery (ISO 37001)
- Legal & regulatory compliance incl. data protection (Egypt PDPL 151/2020, GDPR)
- Internal controls and compliance auditing; GRC technology
- Aligning GRC with strategy; GRC-aware culture

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Operational Risk Management

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
3 days	Professional Course	EN / AR	In-house · Public · Online

Program overview

Manage operational risk to protect objectives. Participants set up risk governance, build a framework covering appetite, policy and culture, run risk and control self-assessments, collect loss data, use key risk indicators and understand risk modelling and capital.

Who should attend

- Risk, compliance & internal audit staff
- Bank and financial-institution managers
- Managers responsible for operational risk

Learning objectives

- Use operational risk management to achieve objectives
- Set up risk governance and the role of the board
- Build a risk framework: capacity, appetite, policy, culture
- Assess risk (RCSA) incl. new products and third parties
- Collect loss data and use Key Risk Indicators
- Understand operational risk capital and modelling

Detailed content

01 1. Introduction

- Embedding good practice in a changed regulatory environment

02 2. Risk Governance

- Governing & governance: people, process, result
- Horizons of risk governance; three lines model

03 3. Risk Management Framework

- Risk capacity & appetite; example appetite statement
- Risk policy, pricing & culture
- Operational risk

04 4. Risk Assessment

- Lifecycle; functional vs process approach
- Top-down identification; process reviews
- Control assessment; issues & action plans
- Residual risk; management validation
- New products & third-party providers

05 5. Risk Information

- Risk profile; expected & unexpected loss
- Loss data collection, fields & boundary issues; external loss data
- Key Risk Indicators & KRI framework
- Reporting

06 6. Risk Modelling & Capital

- From Basel II approaches to the Basel III Standardised Approach (SMA)
- Frequency & severity modelling
- Scenario analysis; combining internal & external loss data
- Dependency & aggregation

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Operational Risk Management & Insurance in the Petroleum Industry

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
5 days	Professional Course	EN / AR	In-house · Public · Online

Program overview

Operational risk and insurance for the oil and gas industry. Participants learn what drives operational risk, analyse past disasters, strengthen risk and safety culture and human-factors control, manage contractors, use risk registers, insurance and business continuity.

Who should attend

- Risk, HSE, operations and insurance professionals in oil & gas

Learning objectives

- Distinguish hazards and risks; identify, manage and report operational risks
- Use risk registers predictively
- Strengthen risk & safety culture and human-factors control
- Apply risk-based contractor management and business continuity

Detailed content

- Drivers of operational risk in E&P, refining and HSE
- Risk & safety culture; human factors
- Causal analysis of past disasters (e.g., Piper Alpha, Deepwater Horizon)
- Identification & management of operational risks; bow-tie
- Risk registers and their effectiveness
- Procedures for operational risk
- Risk-based contractor management
- Insurance in oil & gas: property, control of well, liability, BI
- Business continuity (ISO 22301)

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Data Analytics & Digital Tools

Excel, Power BI, SQL, Python, Minitab, BI and AI-enabled analysis for better business decisions.

Data Analytics, Excel, Power BI & Minitab

12 PROGRAMS IN THIS GROUP – click a program to open it

N01	Advanced Analytics for Business Excellence	5 days	312
N02	Advanced Excel	4 days	313
N03	Business Intelligence	5 days	314
N04	Data Analysis for Digital Marketing	5 days	315
N05	Data Analysis Professional Program (Excel, Power BI, SQL & Python)	10 days · 12 days	317
N06	Data Analysis Using Excel	4 days	319
N07	Data Analysis Using Excel & Power BI	5–6 days	321
N08	Data Analysis Using Microsoft Power BI	3 days	322
N09	Excel for Beginners	3 days	323
N10	Minitab for Quality & Engineering – Essentials and Advanced	5 days · 5–7 days · +2 days · 2 days	324
N11	Practical Business Analysis Using AI	5 days	326
N12	Statistics for Decision Making (with Excel)	4 days	327

Advanced Analytics for Business Excellence

DURATION
5 days ≈30 hours

PROGRAM TYPE
Technical

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

Advanced analytics for excellence and performance teams. Participants integrate data from ERP, CRM and databases, apply statistical and machine-learning methods, build interactive dashboards, develop predictive and prescriptive models and use automation and AI to support decisions.

Who should attend

- Business & performance analysts
- Excellence/quality & strategy office staff
- Managers who rely on data for decisions
- BI and reporting professionals

Learning objectives

- Integrate data from ERP, CRM, databases and APIs
- Apply statistical and machine-learning methods for business insight
- Build interactive dashboards and tell data stories
- Develop predictive and prescriptive models
- Use automation and AI to support decision making

Detailed content

01 Data Collection & Integration

- Multi-source extraction (ERP, CRM, databases, APIs)
- Automated pipelines with Power Query & SQL
- Data governance, quality & security

02 Advanced Data Processing & Analysis

- Statistical methods
- ML for trend forecasting
- Segmentation, clustering & correlation

03 Business Intelligence & Visualization

- Interactive dashboards (Power BI / Tableau)
- Advanced reporting
- Data storytelling

04 Predictive & Prescriptive Analytics

- Predictive performance models
- Scenario planning & risk
- AI to optimise processes

05 Automation & AI-Driven Decisions

- Automating analytics tasks
- AI recommendations for strategy
- Real-time monitoring & anomaly detection

06 Case Studies & Projects

- Real business challenges
- Custom dashboards
- Applying predictive models

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Advanced Excel

DURATION
4 days

PROGRAM TYPE
Technical

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

Take Excel to an advanced level. Participants use advanced lookups, database functions and Power Query to clean and transform data, model data with Power Pivot and DAX, build dashboards and apply financial modelling functions.

Who should attend

- Intermediate Excel users
- Business analysts, finance & data staff
- Project managers & decision makers
- Business owners

Learning objectives

- Use advanced lookup functions (XLOOKUP, INDEX/MATCH, OFFSET)
- Analyse large datasets with database functions
- Clean and transform data with Power Query
- Model data with Power Pivot and write DAX measures
- Build dashboards
- Apply financial modelling, TVM and capital budgeting
- Run what-if analysis with Scenario Manager and Data Tables

Detailed content

01 Advanced Lookups

- XLOOKUP & dynamic arrays (FILTER, UNIQUE, SORT)
- INDEX/MATCH, OFFSET
- Database functions

02 Power Query

- Data cleaning & preparation
- Column transformations
- Shaping & grouping
- Append & merge queries
- Custom columns

03 Power Pivot & DAX

- Data modelling & relationships
- Introduction to DAX

04 Dashboards

- Data stories with dashboards

05 Financial Modelling

- Introduction to financial modelling
- Scenario Manager & Data Tables
- Time value of money
- Capital budgeting (NPV, IRR, payback)

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Business Intelligence

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
5 days	Technical	EN / AR	In-house · Public · Online

Program overview

Understand Business Intelligence as both a process and a decision-making culture. Participants learn transactional versus analytical systems, data warehouse architecture, analytics and data mining, visualisation, and the BI market, with applied practice.

Who should attend

- Managers and analysts who use data for decisions
- Reporting, IT and BI staff
- Anyone interested in BI

Learning objectives

- Understand BI as a process and a decision-making culture
- Distinguish transactional vs analytical systems, OLAP vs operational reporting
- Understand BI architecture: sourcing, data warehouse, analytics, presentation
- Apply data mining and analytics techniques
- Design effective visuals and reports for decision makers
- Use modern self-service BI tools

Detailed content

01 BI Foundations

- What BI is and why it matters
- BI evolution, trends & careers
- Business problems & BI solution characteristics
- BI vision
- Data – information – knowledge

02 BI Systems & Architecture

- Transactional vs analytical systems
- BI users & information access strategies
- Key stages: sourcing, analysis, situation awareness, risk analysis, decision support
- Values, capabilities, components & architectures
- Data warehouse & cloud data platforms
- OLAP vs transaction reporting

03 Analytics

- Business analytics techniques
- Data mining
- Levels of analytics: descriptive, diagnostic, predictive, prescriptive

04 Presentation & Visualization

- Data presentation & visual design best practice
- Reporting & delivery
- Self-service BI tools (Power BI, Tableau)

05 BI Market & Applied Practice

- BI products & market
- Applied practice workshop

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Data Analysis for Digital Marketing

DURATION
5 days

PROGRAM TYPE
Technical

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

Turn digital marketing data into decisions. Participants integrate GA4, social and ad-platform data with sales figures, measure CAC, CLV, ROAS and ROI, choose attribution models, build dashboards in Looker Studio and Power BI and forecast campaign performance.

Who should attend

- Digital marketing managers & specialists
- Performance marketers & paid-media analysts
- Marketing & data analysts
- E-commerce & growth marketers
- Business owners & marketing consultants

Learning objectives

- Integrate GA4, Meta, LinkedIn and other platform data with sales and finance figures
- Measure CAC, CLV, ROAS and ROI and choose attribution models
- Build dashboards in Looker Studio and Power BI
- Forecast campaign performance and optimise budgets
- Use AI and automation for segmentation and insights

Prerequisites: Basic digital marketing metrics (ROI, CAC, CLV); Experience with GA4/Meta Ads; Excel/Google Sheets (PivotTables, formulas)

Detailed content

01 Advanced Data Collection & Integration

- Extracting data from GA4, Meta, LinkedIn
- Merging with sales & revenue data
- Automating imports via APIs & Google Sheets
- Cleaning & structuring data

02 Performance Metrics & ROI

- CAC, CLV, ROAS, conversion
- Linking marketing & business metrics
- Attribution: first/last-click, multi-touch, data-driven
- Optimising acquisition cost

03 Processing & Visualisation

- Dashboards in Looker Studio & Power BI
- Advanced PivotTables
- Excel & Power Query automation
- Visual storytelling

04 Predictive Analytics & Forecasting

- Time series
- Regression
- Trends & seasonality
- Budget allocation optimisation

05 Automation & AI-Driven Insights

- AI audience segmentation
- Automated reporting
- ML-based personalisation
- Google Ads & Meta AI insights

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Data Analysis Professional Program (Excel, Power BI, SQL & Python)

DURATION
10 days
12 days Extended capstone

PROGRAM TYPE
Certificate Program

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

A complete data analyst programme covering the full analysis life cycle: business data analysis and dashboards in Excel, business intelligence in Power BI, querying with SQL, and data wrangling and visualisation in Python, finishing with an end-to-end project.

Who should attend

- Data analysts
- Supply chain, sales & finance analysts
- Professionals moving into analytics roles

Learning objectives

- Run the full analysis life cycle from raw data to insight
- Analyse and dashboard data in Excel and Power BI
- Query and shape relational data with SQL
- Wrangle, analyse and visualise data in Python (pandas, NumPy, Matplotlib, Seaborn, Plotly)
- Automate Excel tasks with VBA
- Deliver a real-world analytics project

Detailed content

01 Business Data Analysis with Excel

- Preparing data & key metrics
- Relational modelling
- Comparison, trend, ranking, variance, contribution, frequency & correlation analysis
- Interactive dashboards
- Excel VBA & automation

02 Business Intelligence & Power BI

- BI concepts & architecture
- Data warehouse & OLAP
- Power BI data modelling, DAX & reports
- Reports vs dashboards

03 SQL for Analysts

- Relational databases & SQL Server tools
- SELECT, WHERE, ORDER BY
- Joins, GROUP BY & aggregation
- Sub-queries & views
- Connecting SQL to Power BI/Excel

04 Python for Data Analysis

- Data analysis life cycle
- NumPy & pandas
- Reading/writing CSV, Excel & text files
- Descriptive statistics & EDA
- Data wrangling: filter, sort, group, merge
- Missing data, outliers & duplicates
- Visualisation: Matplotlib, Seaborn, interactive Plotly

05 Final Project

- End-to-end analysis of a real dataset
- Presenting findings

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Completion
REQUIREMENTS	Completion of all program modules and their assessments.

Data Analysis Using Excel

DURATION 4 days

PROGRAM TYPE Technical

LANGUAGE EN / AR

DELIVERY In-house · Public · Online

Program overview

Analyse and report data efficiently in Excel. Participants organise, clean and validate data, use logical, lookup, text and date functions, build PivotTables, charts and dashboards, run what-if analysis and Solver, and import and model data with Power Query and Power Pivot.

Who should attend

- Employees who analyse and report data in Excel
- Administrative, finance, sales & HR staff

Learning objectives

- Organise, clean and validate data
- Use logical, lookup, text, date and database functions
- Analyse with PivotTables, charts and dashboards
- Run what-if analysis (Goal Seek, Scenario Manager, Data Table, Solver)
- Import and model data with Power Query and Power Pivot

Detailed content

01 Data Organisation

- Lists, custom lists & fill series
- Named ranges
- Tables vs ranges
- Flash Fill, Text to Columns, Remove Duplicates
- Sorting & advanced filtering; slicers & timelines
- Subtotals & consolidation
- Data validation
- Conditional formatting (basic & advanced)
- Paste options & operations

02 Formulas & Functions

- Basic functions & references
- IF with AND/OR; IFERROR
- SUMIF(S), COUNTIF(S), AVERAGEIF(S)
- VLOOKUP (incl. other workbooks), INDEX/MATCH, XLOOKUP
- Dynamic arrays: FILTER, SORT, UNIQUE
- Database functions (DSUM, DGET…)
- SUMPRODUCT
- Text & date functions (WORKDAY.INTL, NETWORKDAYS.INTL, DATEDIF)
- Hyperlinks

03 Analysis & Reporting

- PivotTables & PivotCharts
- Charts & sparklines
- Creating dashboards

04 What-If Analysis

- Scenario Manager
- Goal Seek
- Data Table
- Solver

05 Power Tools

- Power Query: get & transform data from different sources
- Data modelling with Power Pivot

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Data Analysis Using Excel & Power BI

DURATION 5–6 days

PROGRAM TYPE Technical

LANGUAGE EN / AR

DELIVERY In-house · Public · Online

Program overview

From raw data to interactive dashboards. Participants prepare and model data, apply comparison, trend, ranking, variance and contribution analysis in Excel, learn BI concepts and build and share interactive dashboards in Power BI through a case study.

Who should attend

- Data analysts
- Supply chain & sales analysts
- Business professionals who turn data into information

Learning objectives

- Prepare and model data for analysis
- Build key metrics and run comparison, trend, ranking, variance, contribution, frequency and correlation analysis
- Understand BI concepts and architecture
- Build interactive dashboards in Excel and Power BI
- Automate manual reporting and share reports with stakeholders

Detailed content

01 Foundations of Business Data Analysis

- Importance of data analysis
- Preparing data & common data problems
- Key metrics
- Entity-relationship & relational model
- Data manipulation

02 Analysis Techniques (Excel)

- Comparison & key metrics with filters
- Trend & ranking analysis
- Variance & contribution analysis
- Frequency & correlation analysis
- Interactive dashboards

03 Business Intelligence Concepts

- Business problems & BI solutions
- Transactional vs analytical systems; OLAP
- BI stages: sourcing, analysis, decision support
- Data warehouse, data mining, analytics levels
- Reports vs dashboards

04 Power BI

- Data preparation: combining workbooks & sheets
- Data modelling: fact & dimension tables, date table
- Writing measures (DAX)
- Visualisation: choosing charts, bookmarks, interactive reports
- Automating reporting & publishing to stakeholders

05 Case Study

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Data Analysis Using Microsoft Power BI

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
3 days	Technical	EN / AR	In-house · Public · Online

Program overview

Self-service BI with Microsoft Power BI. Participants connect and transform data with Power Query, build data models and DAX measures, create interactive reports and dashboards, and publish and share them in the Power BI service.

Who should attend

- Data & business analysts
- Excel users moving to BI
- Reporting & MIS staff

Learning objectives

- Understand the data analysis process and BI concepts
- Connect, transform and load data with Power Query
- Build data models and DAX measures
- Create interactive reports and dashboards
- Publish and share in the Power BI service
- Tell stories with data

Detailed content

01 Introduction to Self-Service BI

- Data analysis process & analyst roadmap
- BI solution concepts

02 Get Started with Power BI Desktop

- Connecting to data
- Power Query transformations

03 Data Modelling

- Relationships & star schema
- DAX measures & calculated columns

04 Advanced Analysis

- Time intelligence
- What-if & advanced DAX

05 Reports & Dashboards

- Visualisations & interactivity
- Dashboard design & storytelling
- Publishing & sharing in the Power BI service

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Excel for Beginners

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
3 days	Technical	EN / AR	In-house · Public · Online

Program overview

Build confidence in Excel from the ground up. Participants learn to navigate Excel, enter, clean and format data, write formulas and functions including lookups, and visualise data with charts, PivotTables and What-If Analysis.

Who should attend

- Absolute beginners
- Students & graduates
- Admin, sales, finance & HR staff
- Small business owners

Learning objectives

- Navigate Excel confidently
- Manage, clean and format data
- Calculate with formulas and functions
- Use logical functions and lookups
- Visualise data with charts, PivotTables and PivotCharts
- Use What-If Analysis and forecasting

Detailed content

01 Getting Started

- What is Excel; the interface
- Managing & formatting data
- Aggregate & arithmetic operations
- Visualising data

02 Working with Data

- Data preparation
- Text & date functions
- Logical functions
- Lookups & PivotTables

03 Analysis & Visualisation

- Data visualisation in depth
- PivotCharts
- Introduction to data analysis
- Advanced logical functions
- What-If Analysis
- Forecasting

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Minitab for Quality & Engineering – Essentials and Advanced

DURATION
- **5 days** Essentials
- **5–7 days** Advanced
- **+2 days** Reliability (optional)
- **2 days** Per topic (modular menu)

PROGRAM TYPE
Technical

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

Use Minitab confidently for quality and engineering decisions. The Essentials module covers data, graphs, inference, MSA, control charts and capability; the Advanced module covers non-normal data, statistical modelling and DOE; an optional module covers reliability analysis.

Who should attend

- Quality, process, R&D and manufacturing engineers; Six Sigma Belts; lab analysts

Learning objectives

- Import, explore and graph data in Minitab
- Choose the right statistical tool and interpret output
- Evaluate measurement systems, control and capability of processes
- Build statistical models and design/optimise experiments

Prerequisites: Advanced module requires the Essentials module and a solid statistics background; Laptop with Minitab installed

Detailed content

01 Essentials – Data & Graphs

- Importing and formatting data
- Bar charts, histograms, boxplots, Pareto, scatterplots
- Tables & Chi-square; measures of location and variation

02 Essentials – Inference

- Z & t tests: 1-sample, 2-sample, paired
- Proportion tests; tests for equal variance
- Power & sample size; confidence intervals
- Correlation; simple & multiple regression; one-way & multi-way ANOVA

03 Essentials – Quality Tools

- MSA: Gage R&R, linearity & bias, attribute agreement, destructive testing
- Variables & attribute control charts
- Capability for normal, non-normal and attribute data
- Automating analyses in Minitab

04 Advanced – Non-normal Data

- Probability plots, normality tests
- Box-Cox & Johnson transformations; non-normal capability
- Multivariate capability; tolerance intervals

05 Advanced – Statistical Modelling

- Stepwise & nonlinear regression; partial least squares
- ANCOVA, nested & random factors, MANOVA
- Binary & nominal logistic regression

06 Advanced – DOE & Optimisation

- Factorial designs; effects plots; centre points
- Response surface: central composite & Box-Behnken; steepest ascent
- Split-plot & unbalanced designs; multiple-response optimisation; analyse variability

07 Optional – Reliability

- Parametric & nonparametric distribution analysis
- Test plans; growth curves; multiple failure modes
- Warranty prediction; Weibayes analysis

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Practical Business Analysis Using AI

DURATION
5 days

PROGRAM TYPE
Technical

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

Become an AI-enabled business analyst. Participants use AI tools to gather and document requirements, write user stories, map and improve processes, analyse data, communicate findings and design solutions – applying responsible-use principles – and complete an end-to-end BA case.

Who should attend

- Business/system analysts, consultants, product owners, PMs, data/BI analysts

Learning objectives

- Use AI tools across the BA lifecycle
- Write requirements, user stories and acceptance criteria with AI
- Map AS-IS/TO-BE processes and analyse data with AI
- Use AI responsibly: accuracy checks, privacy, ethics

Detailed content

01 AI in Business Analysis

- AI concepts without jargon; AI across the BA lifecycle; tools overview

02 Requirements with AI

- Prompting for better answers; from conversations to requirements
- BRDs, user stories, acceptance criteria; validation exercise

03 Process Analysis with AI

- AS-IS maps; waste and pain points; TO-BE design
- AI-assisted value stream mapping

04 AI-Powered Data Analysis

- Exploration, forecasting and scenarios
- Sentiment analysis of complaints; pattern detection

05 Solutions & Communication

- Automation opportunities; option evaluation; prototypes
- Cost-benefit with AI; minutes, summaries, presentations

06 Responsible AI & Capstone

- Over-reliance, accuracy, privacy, ethics
- End-to-end BA case with AI and stakeholder presentation

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Statistics for Decision Making (with Excel)

DURATION
4 days

PROGRAM TYPE
Professional Course

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

Statistics for managers, applied in Excel. Participants summarise data, understand probability distributions, sampling and the central limit theorem, use confidence intervals and hypothesis tests, and build simple and multiple regression models to support business decisions.

Who should attend

- Managers and professionals in government, manufacturing and services

Learning objectives

- Summarise data graphically and numerically
- Use sampling, inference and hypothesis tests to support decisions
- Build simple and multiple regression models in Excel

Detailed content

- 1. Introduction & summarising data
- 2. Descriptive statistics & probability distributions
- 3. Sampling & the Central Limit Theorem
- 4. Inference (confidence intervals)
- 5. Hypothesis testing
- 6. Two-sample inference
- 7. Simple linear regression
- 8. Multiple linear regression

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Customer Service, Sales & Marketing

Customer experience, contact-centre excellence, selling, key accounts, marketing and public relations.

Customer Service & Contact Centers · Sales, Marketing & Public Relations

11 PROGRAMS IN THIS GROUP – click a program to open it

O01	Call Center Management: COPC Standards & Customer Experience	3 days	329
O02	Communication Skills & Complaint Handling	5 days	330
O03	Customer Experience (CX) Mastery	5 days	331
O04	Customer Service Excellence	2–3 days	333
O05	Government Call Center Development Tracks (Arabic): Track 1 Leadership & Supervision; Track 2 Back-Office Skills	3 days · 3 days	334
O06	World-Class Customer Service	2 days · 3–4 days · 6 days	335
O07	Effective Selling Skills	3 days	337
O08	Key Account Management	5 days	338
O09	Public Relations	1 day	340
O10	The Art of Marketing & Consumer Behavior	3 days	341
O11	The Role of Public Relations in Crisis Management	2 days · 4 days	342

Call Center Management: COPC Standards & Customer Experience

DURATION
3 days

PROGRAM TYPE
Professional Course

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

Manage contact centres to COPC-aligned best practice with a customer-experience focus. Participants learn workforce planning and scheduling, performance objectives and CX KPIs, service quality, bottleneck removal, coaching team leaders and data-driven decisions.

Who should attend

- Call/contact center managers, team leaders, supervisors, WFM and quality staff

Learning objectives

- Apply COPC-aligned workforce planning and performance management
- Set customer-centric KPIs (NPS, CSAT, SLA)
- Improve call handling quality and remove operational bottlenecks
- Coach team leaders and manage performance with a customer-first mindset

Detailed content

01 Strategic Resource Planning & Performance

- COPC standards and CX management
- Forecasting, scheduling, real-time management
- Performance objectives: COPC metrics, NPS, CSAT
- Waiting-time standards, SLAs and CX journey mapping

02 Call Management & Service Quality

- Productive use of downtime; outbound campaigns
- Quality assurance and integrity
- Bottlenecks and root-cause analysis on the customer journey
- Feedback, recognition and commitment

03 Leadership & Decision-Making

- Evaluating call handling with COPC & CX KPIs; role-plays
- Developing team leaders, lead agents and supervisors
- Data-driven decisions and managing underperformance
- Action planning

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Communication Skills & Complaint Handling

مهارات الاتصال والتعامل مع الشكاوى

DURATION
5 days 1 week

PROGRAM TYPE
Professional Course

LANGUAGE
AR

DELIVERY
In-house · Public · Online

Program overview

برنامج لتنمية مهارات الاتصال الفعال داخل المؤسسة وخارجها والتعامل مع الشكاوى الداخلية والخارجية: القيادة ومناخ الحوار، محاور الاتصال وأنواعه، العوامل المؤثرة فيه، وأسباب الشكاوى وأساليب التعامل معها.

Who should attend

- Managers and staff at all levels

Learning objectives

- تنمية مهارات الاتصال مع الفريق والجمهور والجهات المختلفة
- ضوابط وأساليب الاتصال الناجح
- التغلب على الشكاوى الداخلية والخارجية

Detailed content

01 **القيادة ومناخ الحوار**

02 **الاتصال ومحاوره: المرسل، المستقبل، الوسيلة**

03 **طرق الاتصال الفعال داخل المؤسسة وخارجها**

04 **أنواع الاتصال: الاجتماعات، المؤتمرات، الهاتفي، الشفهي**

05 **العوامل المؤثرة في الاتصال**

06 **الشكاوى: أسبابها والتعامل معها وعوامل النجاح والفشل**

- تعليمات البنك المركزي لحماية العملاء والتعامل مع الشكاوى

الشهادة والتقييم

الشهادة	شهادة حضور من مركز التميز
شروط الحصول على الشهادة	حضور البرنامج بالكامل.

Customer Experience (CX) Mastery

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
5 days	Professional Course	EN / AR	In-house · Public · Online

Program overview

Design and deliver outstanding customer experiences. Participants map customer journeys and moments of truth, build a customer-centric culture, measure CSAT, NPS and CES, improve experience, retention and loyalty, handle complaints and design omnichannel and digital CX.

Who should attend

- Customer service & CX staff and supervisors
- Marketing, sales & product teams
- Managers responsible for service quality

Learning objectives

- Understand customers and identify their needs
- Map journeys, moments of truth and pain points
- Build a customer-centric culture
- Measure satisfaction (CSAT, NPS, CES) and analyse feedback
- Handle complaints and difficult customers positively
- Design omnichannel experiences and drive continuous improvement

Detailed content

01 1. Introduction to CX
- CX and business success
- Key concepts & terminology
- Evolution & trends

02 2. Understanding Customer Needs
- Expectations & perceptions
- Capturing insights (VOC)
- Analysing feedback & data

03 3. Designing Customer Journeys
- Journey mapping across touchpoints
- Moments of truth & pain points
- Seamless, personalised experiences

04 4. Customer-Centric Culture
- Customer-centric organisation
- Aligning & empowering employees

05 5. Measuring Satisfaction
- CX KPIs: CSAT, NPS, CES
- Surveys & sentiment analysis

06 6. CX Improvement Strategies
- Root cause analysis
- Process & service improvement
- Technology for CX

07 7. Retention & Loyalty
- Loyalty & advocacy
- Retention strategies

08 8. Complaints & Difficult Situations
- Complaint resolution
- Difficult customers
- Service recovery

09 9. Omnichannel & Digital CX

- Seamless cross-channel design
- Integrating digital & physical touchpoints

10 10. Continuous Improvement & Innovation

11 11. Case Studies & Best Practices

12 12. Final Project & Assessment

- CX improvement plan
- Presentation & assessment

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Customer Service Excellence

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
2–3 days	Professional Course	EN / AR	In-house · Public · Online

Program overview

Deliver consistently excellent customer service. Participants learn who their customers are, create positive first and last impressions, read body language, identify needs and expectations, handle objections and difficult situations and measure service performance.

Who should attend

- Customer-facing staff
- Supervisors of service teams

Learning objectives

- Understand clients and identify their needs
- Build relationships and follow the service process
- Understand the cost of poor service
- Handle complaints, objections and difficult customers positively
- Adapt to different customer behaviours
- Measure service performance

Detailed content

01 Customers & Service

- Internal & external customers
- Defining excellent service
- Customer expectations

02 Impressions & Communication

- Positive first and last impressions
- Body language & voice
- Effective questioning
- Telephone etiquette: answering, holding, transferring

03 Needs & Emotions

- Letting customers express feelings
- Identifying needs
- Staying positive

04 Difficult Situations

- Handling objections & difficult customers

05 Measuring Service

- Collecting customer information
- Service performance measurement

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Government Call Center Development Tracks (Arabic): Track 1 Leadership & Supervision; Track 2 Back-Office Skills

مسارات تطوير مراكز الاتصال الحكومية: المسار الأول القيادة والإشراف في خدمة العملاء – المسار الثاني تطوير مهارات موظفي الخطوط الخلفية

DURATION
- 3 days Track 1 – Supervisors
- 3 days Track 2 – Back office

PROGRAM TYPE
Professional Course

LANGUAGE
AR

DELIVERY
In-house · Public · Online

Program overview

مساران تدريبيان لمراكز الاتصال الحكومية: المسار الأول للمشرفين والقيادات الإشرافية حول القيادة والإشراف الميداني وإدارة الأداء والجودة، والمسار الثاني لموظفي الخطوط الخلفية حول تسريع إنجاز المعاملات وتقليل الأخطاء والتكامل مع الخطوط الأمامية.

Who should attend

- المشرفون والقيادات الإشرافية في مراكز الاتصال الحكومية
- موظفو الخطوط الخلفية والدعم الإداري والتشغيلي

Learning objectives

- قيادة فرق خدمة العملاء وتحسين الأداء الميداني
- ربط الأداء بمؤشرات قياس واضحة
- تسريع إنجاز المعاملات وتقليل الأخطاء
- تعزيز التكامل بين الخطوط الأمامية والخلفية

Detailed content

01 المسار الأول – القيادة والإشراف

- مفاهيم القيادة في بيئة خدمة العملاء؛ القيادة الموقفية تحت الضغط
- الإشراف الميداني؛ توزيع الأحمال ومراقبة الالتزام
- مؤشرات الأداء وإدارة الجودة
- التحفيز؛ إدارة الأداء الضعيف؛ الكوتشينج؛ فرق عالية الأداء
- ضغط المكالمات؛ الشكاوى الصعبة؛ القرار السريع؛ النزاعات
- ثقافة الخدمة واستدامة الجودة؛ قياس رضا العملاء
- القيادة الرقمية؛ الفرق عن بعد؛ لوحات المتابعة؛ Omnichannel

02 المسار الثاني – الخطوط الخلفية

- دور الخطوط الخلفية وأثرها على تجربة العميل
- تدفق العمليات ونقاط الاختناق وإدارة عبء العمل
- تقليل زمن الإنجاز ومنع الأخطاء وإعادة العمل
- التكامل مع الخطوط الأمامية والحالات المعلقة
- أساسيات Lean والتبسيط وتوحيد الإجراءات
- دقة البيانات وسرية المعلومات والتوثيق
- مؤشرات TAT والجودة ومعدلات الأخطاء

الشهادة والتقييم

الشهادة	شهادة حضور من مركز التميز
شروط الحصول على الشهادة	حضور البرنامج بالكامل.

World-Class Customer Service

DURATION

- **2 days**
- **3–4 days** Technical call centres (+ phone etiquette)
- **6 days** Extended call-centre program

PROGRAM TYPE
Professional Course

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

World-class service skills for front-line and call-centre staff. Participants build a professional service style, handle enquiries, listen and question effectively, recover service failures, handle complaints and build lasting customer relationships; call-centre versions add phone etiquette and written communication.

Who should attend

- Customer service representatives
- Front-line employees
- Call-centre agents

Learning objectives

- Adopt a consistent professional style with customers
- Engage customers and handle enquiries effectively
- Listen, question and summarise to respond fully
- Add value and exceed expectations
- Turn complaints into positive experiences

Detailed content

01 Importance of Customer Service

- Why service matters; cost of losing a customer
- Moments of truth
- Customer generations (Baby Boomers, Gen X, Millennials, Gen Z)

02 Defining Great Service

- What great service looks & feels like
- Responsibility for service
- Stepping into the customer's shoes

03 Handling Enquiries

- Contact model & service standards
- First impressions & rapport
- Positive language & tone; vocal impact
- Telephone etiquette

04 Establishing Needs

- Questioning
- Active listening & note-taking
- Empathy
- Saying 'no' professionally

05 Service Recovery & Complaints

- Nature of complaints
- Responding to challenging requests assertively
- Turning disappointment into delight
- Complaint-handling practice

06 Building Relationships

- Trust & loyalty
- Differentiation
- Adding value & following up
- Body language
- Role plays & final assessment

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Effective Selling Skills

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
3 days	Professional Course	EN / AR	In-house · Public · Online

Program overview

Sell consultatively and close more business. Participants build a sales mindset, map the buying cycle, qualify prospects, plan calls, articulate value propositions, use SPIN questioning, handle objections and close.

Who should attend

- Sales representatives
- Sales staff moving to a consultative, team-based sales model

Learning objectives

- Build a sales mindset committed to targets
- Apply the consultative sales approach and map the buying cycle
- Qualify prospects and plan sales calls
- Articulate value propositions; question and listen for discovery (SPIN)
- Handle objections and close
- Adapt to customer communication styles and nurture relationships

Detailed content

01 The Sales Professional
- Traits of top salespeople
- Roles & consultative selling
- Sales mindset

02 Customers & Value
- Customer buying cycle
- Defining customer value
- Classifying customers

03 Sales Process
- Creating a sales funnel
- Sales call planning
- First impressions & opening

04 Selling Techniques
- SPIN Selling
- Challenger Selling
- Selling styles & adapting to customer styles
- Value propositions

05 Closing
- Handling objections
- Closing techniques
- Follow-up & nurturing

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Key Account Management

DURATION 5 days

PROGRAM TYPE Professional Course

LANGUAGE EN / AR

DELIVERY In-house · Public · Online

Program overview

Grow your most important customers. Participants implement the key account management process, select and classify key accounts, understand customer needs and decision-making, lead the KAM team and build an account plan for growth.

Who should attend

- Key/strategic account managers
- Sales & business development leaders
- Managers of sales & marketing budgets

Learning objectives

- Implement the full key account management process
- Classify customers with a proven qualitative approach and set strategies for each
- Focus resources on key accounts
- Build an account pipeline for growth
- Communicate persuasively with key customers and build long-term relationships

Detailed content

01 What is Key Account Management?

- Key account strategy
- Why, what & who
- Executing a KAM strategy
- Pitfalls to avoid

02 Selecting Key Accounts

- Not every account is key
- Serving the rest
- How many key accounts?
- Being seen as a key supplier
- Account classification process & exercise

03 Understanding Key Accounts

- Account segmentation
- Customer decision-making process
- Customer drivers
- Value propositions
- Internal politics
- Macro-environment
- Persuasion

04 Leading the KAM Team

- Competencies of great KAMs
- Global account skills
- Recruiting & personality types
- Coaching & mentoring
- Consultative selling

05 Implementing the KAM Strategy

- Building trust
- Social media by segment
- Resourcing KAM
- Account objective setting
- The KAM plan

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Public Relations

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
1 day	Workshop	EN / AR	In-house · Public · Online

Program overview

A one-day introduction to public relations for professionals who represent their organisation. Participants learn to research publics, work with the media, write news releases, engage internal audiences and plan integrated campaigns, including digital channels.

Who should attend

- PR, communication and marketing staff; managers representing the organization

Learning objectives

- Plan ethical, effective communication with publics
- Handle media relations and write news releases
- Design integrated PR campaigns and handle crisis communication

Detailed content

01 Foundations

- Defining public relations
- Researching the publics; public opinion research

02 Media & Internal Publics

- Relating to the media; news releases & press conferences
- Constituting internal publics

03 Campaigns

- Preparing integrated campaigns (incl. digital & social media)
- Crisis communication and ethics

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

The Art of Marketing & Consumer Behavior

DURATION 3 days

PROGRAM TYPE Professional Course

LANGUAGE EN / AR

DELIVERY In-house · Public · Online

Program overview

Understand why customers buy and turn that insight into marketing action. The course covers consumer psychology and influences, segmentation, positioning and pricing, trade and retail management, merchandising, promotions and CRM.

Who should attend

- Marketing professionals, business owners, entrepreneurs, trade & retail staff, staff moving into marketing

Learning objectives

- Understand the psychological processes behind consumer behaviour
- Apply segmentation, positioning and pricing strategies
- Design marketing communications and CRM based on consumer insight

Detailed content

01 Consumer Behaviour

- Buying behaviour, perceptions, motivation & personality
- Psychographics, values & lifestyles
- Cultural, social-class, reference-group and family influences
- Online and non-store buying behaviour

02 Marketing Strategy

- Segmentation and (re)positioning
- Pricing and promotional strategy
- Advertising & sales promotion; event-based marketing

03 Trade & Retail

- Trade types and trade management
- Merchandising, planograms, product displays, space rental
- Ordering, inventories, stock take; supplier management

04 Customer Relationships

- CRM success factors; loyalty
- Cross-selling & up-selling; customer profitability
- Sales-force automation

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

The Role of Public Relations in Crisis Management

DURATION
2 days Core
4 days With simulations

PROGRAM TYPE
Professional Course

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

Protect reputation when crisis strikes. Participants learn types of crises, run a crisis audit, build and rehearse a crisis communication plan, manage the media and stakeholders during the crisis and recover afterwards, using recent case studies.

Who should attend

- Corporate, healthcare and non-profit executives; PR and communication professionals; crisis-management teams

Learning objectives

- Identify vulnerabilities and run a crisis audit
- Create, simulate and revise a crisis communication plan
- Manage media and recover reputation after a crisis

Detailed content

01 Understanding Crises

- Types of crises (natural, man-made, technological); what is and is not a crisis
- Why crisis planning is not implemented; changing media & social-media landscape

02 Before the Crisis

- Reputation management; issues identification
- Crisis audit; internal team; external support
- Crisis plan: assessment, team, legal/financial, rehearsals, crisis centre, media, senior management role

03 During the Crisis

- Situation analysis; who needs to know what and when; prioritising
- Documentation; media do's and don'ts; human issues

04 After the Crisis

- Short- and long-term recovery; lessons learned; updating the plan; case studies

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

P

Personal Effectiveness & Soft Skills

Communication, problem solving, emotional intelligence, writing and the personal skills every professional needs.

Personal & Interpersonal Skills

28 PROGRAMS IN THIS GROUP – click a program to open it

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Anger Management

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
2 days	Workshop	EN / AR	In-house · Public · Online

Program overview

Understand and manage anger at work. Participants learn the psychology of anger and its triggers, spot warning signs, use self-control and relaxation techniques, communicate assertively and build a personal anger-management plan.

Who should attend

- Employees wanting better emotional control
- Managers & team leaders
- Customer service staff handling difficult situations

Learning objectives

- Understand anger psychology and triggers
- Spot warning signs and prevent escalation
- Use self-control and relaxation techniques
- Communicate assertively
- Apply stress management and conflict resolution

Detailed content

01 Understanding Anger
- Myths vs facts
- Psychological & physiological aspects
- Passive, aggressive & assertive anger
- Impact on health, relationships & work

02 Triggers & Warning Signs
- Personal triggers
- Physical & emotional signs
- Role of past experiences

03 Controlling Anger
- Self-awareness & emotional regulation
- Breathing & relaxation
- Cognitive restructuring
- Mindfulness

04 Effective Communication
- Aggressive vs passive vs assertive
- Active listening & empathy
- 'I' statements

05 Stress & Conflict
- Stress–anger link
- Stress reduction
- De-escalation strategies

06 Personal Anger Management Plan
- Personal toolkit
- Long-term goals
- Role-plays

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Business Ethics

DURATION
1 day Leadership module
2 days

PROGRAM TYPE
Workshop

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

Make ethical decisions with confidence. Participants learn the principles of business ethics and decision frameworks, recognise and resolve workplace dilemmas, understand corporate social responsibility and promote an ethical culture and leadership.

Who should attend

- Professionals at all levels
- Managers & team leaders
- Entrepreneurs
- HR & compliance officers

Learning objectives

- Understand the principles of business ethics
- Recognise and resolve workplace ethical dilemmas
- Make ethical decisions using recognised frameworks
- Understand CSR and its impact
- Promote an ethical culture and ethical leadership

Detailed content

01 Introduction to Business Ethics
- Definition & importance
- Ethical vs unethical behaviour
- Ethics & reputation

02 Ethical Theories & Decision Making
- Utilitarianism, deontology, virtue ethics
- Ethical reasoning
- Resolving dilemmas

03 Corporate Social Responsibility
- CSR concept & benefits
- Responsibilities to employees, customers & society
- CSR case studies

04 Workplace Ethics & Conduct
- Ethical leadership
- Conflicts of interest & misconduct
- Harassment & discrimination

05 Ethics in Business Operations
- Marketing, finance & HR ethics
- Legal & regulatory compliance
- Digital ethics & data privacy

06 Building an Ethical Culture
- Code of ethics & policies
- Accountability
- Whistleblowing & protection

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Communication Skills

DURATION
1 day Essentials
2 days Full workshop

PROGRAM TYPE
Workshop

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

Communicate clearly, confidently and persuasively. Participants explore the communication model and its barriers, active listening, non-verbal messages and tone, communication styles, handling conflict and objections and delivering messages with impact.

Who should attend

- Leaders
- Team members
- Anyone who wants to communicate more clearly and confidently

Learning objectives

- Recognise your strengths and weaknesses as a communicator
- Use the communication model and overcome barriers
- Listen actively and handle confrontation
- Use body language, tone and non-verbal cues
- Deliver a message with a five-step process
- Choose between one-way and two-way communication

Detailed content

01 Communication Process
- Self-assessment of communication patterns
- The communication model
- Learning-style assessment

02 Communication Impact
- Body language
- How you say it
- First impressions
- The Platinum Rule: treat others the way they want to be treated

03 Effective Listening
- Barriers to listening
- Listening when angry
- Creating an open environment
- Probing questions

04 Methods & Barriers
- Methods of communication
- Personality-type barriers
- Overcoming barriers

05 Non-Verbal Messages
- Purpose of non-verbal communication
- Tone of voice
- Vocal cues for emphasis

06 Effective Delivery
- Delivery style
- Five strategic steps
- One-way vs two-way communication
- Group demonstrations

07 Planning for the Future

- Building a communication network
- Defining the purpose of communication
- Personal 'must / should / like to do' criteria

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Communication Skills for Hospital Staff

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
2 days	Workshop	EN / AR	In-house · Public · Online

Program overview

Communication skills designed for healthcare settings. Doctors, nurses and support staff learn to communicate with patients and families, overcome barriers, use verbal and non-verbal skills, listen and question well and apply emotional intelligence.

Who should attend

- Doctors, nurses, front-desk and hospital support staff

Learning objectives

- Overcome communication barriers with patients and colleagues
- Use verbal, non-verbal and para-verbal skills
- Listen actively and ask good questions; use 'I' messages
- Apply emotional intelligence in patient interactions

Detailed content

- Communicating with patients and families
- Barriers to communication
- Verbal and non-verbal communication
- Listening and questioning
- Mastering conversation; STAR method
- Emotional intelligence

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Conflict Resolution & Management

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
1 day	Workshop	EN / AR	In-house · Public · Online

Program overview

Handle workplace conflict calmly and constructively. Participants learn the common causes and early signs of conflict, choose the right conflict-handling style, find peaceful solutions and keep relationships working afterwards.

Who should attend

- Managers
- Team leaders
- Anyone who wants standard methods for handling conflict

Learning objectives

- Understand common causes of conflict
- Recognise danger signs early
- Choose the right conflict-handling style
- Find peaceful solutions to difficult situations
- Keep relationships working after the conflict

Detailed content

01 Introduction to Conflict Resolution

- Causes & types of conflict

02 Conflict Styles

- Thomas-Kilmann modes: competing, collaborating, compromising, avoiding, accommodating

03 Dealing with Conflict

- Awareness & impact factors
- Stress behaviours
- Resolution steps & communication

04 Practice

- Workplace case examples & role-plays

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Creativity & Facilitation for Lean Leaders

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
2 days	Workshop	EN / AR	In-house · Public · Online

Program overview

Boost individual and team creativity. Participants explore the psychology and neuroscience of creativity, practise creative problem-solving tools and learn to facilitate group creativity using A3 thinking within a Lean leadership approach.

Who should attend

- Project managers, supply chain, logistics, production and warehouse managers who facilitate teams

Learning objectives

- Explain the psychology and neuroscience of creativity
- Use creative problem-solving tools individually and in groups
- Facilitate group creativity with A3 thinking

Detailed content

01 Creativity

- Psychology of creativity; cognitive neuroscience basics; creative problem-solving strategies; individual & group tools

02 Lean Leadership & A3

- Building the lean culture; A3 thinking & problem solving; teamwork
- Lean & change management; building the lean leader; standard work for leaders; personal SWOT A3; sustaining CI

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Dealing with Difficult People

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
1 day	Workshop	EN / AR	In-house · Public · Online

Program overview

Work effectively with difficult people. Participants learn to keep control of difficult conversations, set boundaries, cope with aggressive or negative behaviour, respond assertively to bullying and protect their own wellbeing.

Who should attend

- Employees and managers at all levels

Learning objectives

- Keep control in conversations with difficult people
- Protect working relationships from negativity
- Build healthy dynamics
- Reduce stress caused by others' behaviour
- Respond assertively

Detailed content

01 Foundations

- Reducing stress on the job
- Establishing boundaries
- Effective collaboration
- Basic conflict resolution
- Reading body language

02 Difficult Behaviours

- Aggressive behaviour
- Constant critics & power-seekers
- Low performers & negative colleagues
- Office gossip

03 Respect & Fairness

- Gender differences at work
- Handling bias & prejudice
- Responding to workplace bullying (incl. from a manager)

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Effective Presentation Skills

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
2 days	Workshop	EN / AR	In-house · Public · Online

Program overview

Present with clarity and confidence. Participants plan purpose, audience and content, structure presentations with a simple formula, design effective slides, manage nerves, use voice and body language, handle questions and deliver evaluated presentations.

Who should attend

- Managers, engineers, sales & staff who present to internal or external audiences

Learning objectives

- Recognise the role of presentations in business
- Plan purpose, audience and content
- Structure clear, concise presentations
- Design effective visual aids and charts
- Deliver confidently: voice, body language, handling anxiety and questions

Detailed content

01 Presentations in Business

- Role & types of business presentations
- The 3 Whys

02 Preparing & Structuring

- Audience analysis
- Structure: opening, body, close
- Creating meaningful content

03 Supporting Your Presentation

- Visual aids & slide design best practice
- Bar, line & pie charts

04 Delivering

- Dealing with anxiety
- Voice & body language
- Handling questions

05 Practice

- Recorded practice presentations & feedback

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Executive Secretary / Executive Assistant Program

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
5 days	Professional Course	EN / AR	In-house · Public · Online

Program overview

Develop executive secretaries and assistants into trusted partners for senior management. The programme covers professional communication, executive calendar and priority management, meetings and board support, documents and confidentiality, protocol, digital tools and personal effectiveness.

Who should attend

- Executive secretaries & assistants
- Senior secretaries & office managers
- Administrative professionals supporting senior leaders
- High-potential administrative staff

Learning objectives

- Support executives with professionalism and confidence
- Manage calendars, priorities and communications
- Handle confidential information ethically and securely
- Organize meetings, reports and office workflows

Detailed content

01 The Executive Secretary Role

- Evolution of the role; assistant vs executive partner
- Executive presence; ethics, confidentiality, trust

02 Professional Communication

- Verbal & written standards; email etiquette
- Telephone & virtual communication; personalities & cultures; difficult conversations

03 Executive Time & Priority Management

- Calendars; urgent vs important; appointments, travel, deadlines; interruptions

04 Meetings & Events

- Agendas & meeting packs; minute-taking & action tracking; board meetings & VIP visits

05 Documents & Information

- Formatting & filing; digital filing & version control; confidentiality; reporting support

06 Office Workflow & Coordination

- Workflow management; task tracking & follow-up; multiple priorities

07 Business Etiquette & Protocol

- Corporate protocol; VIPs & partners; international etiquette; professional appearance

08 Proactive Support & Digital Skills

- Anticipating needs; problem-solving; crisis handling; stress & resilience
- Outlook, Word, Excel, PowerPoint; Teams/Zoom; cybersecurity awareness

09 Personal Effectiveness

- Credibility & trust; work-life balance; career paths; development plan

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

High or Low Influence: How to Broaden Your Circle

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
2 days	Workshop	EN / AR	In-house · Public · Online

Program overview

Expand your influence at work. Participants learn what influence is and what limits it, the psychology of persuasion, assess their current influence with a relationship matrix and plan practical steps to broaden their circle of influence.

Who should attend

- Professionals and managers who need to influence without authority

Learning objectives

- Assess and increase your influence
- Map relationships and expand your circle of influence

Detailed content

- What is influence? Who do you need to influence?
- Factors that limit influence
- The psychology of persuasion
- Assessing and increasing your influence; relationship matrix
- Circle of influence; sample circles; making it happen

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Managing and Overcoming Work Stress

إدارة التغلب على ضغوط العمل

DURATION 5 days 1 week

PROGRAM TYPE Professional Course

LANGUAGE AR

DELIVERY In-house · Public · Online

Program overview

برنامج للمديرين وفرق العمل لفهم ضغوط العمل ومصادرها وآثارها، ووضع خطة لمواجهتها، والتحكم في الانفعالات واكتساب اللياقة الذهنية والبدنية، واستخدام إدارة الوقت للحد من الضغوط.

Who should attend

- Managers at all levels and work teams (banking sector)

Learning objectives

- فهم ضغوط العمل ومصادرها وآثارها
- وضع خطة لمواجهة ضغوط العمل
- التحكم في الانفعالات واكتساب اللياقة الذهنية والبدنية
- استخدام إدارة الوقت للحد من الضغوط

Detailed content

01 ضغوط العمل

- تعريفها ومكوناتها: المسببات والمشكلات والأعراض
- مصادرها الداخلية والخارجية

02 خطة المواجهة

- المصادر والإجراءات
- التوتر: أسبابه، قدرات الفرد، العوامل المعدلة

03 إدارة الذات

- تعديل الانفعالات
- اللياقة الذهنية والبدنية

04 إدارة الوقت لتقليل الضغوط

- طبيعة الوقت ومضيعاته
- المبادئ الإرشادية: باريتو، نظام ABC
- التخلص من مصيدة الوقت

الشهادة والتقييم

الشهادة	شهادة حضور من مركز التميز
شروط الحصول على الشهادة	حضور البرنامج بالكامل.

Meeting Management

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
1 day	Workshop	EN / AR	In-house · Public · Online

Program overview

Run meetings that are shorter and more productive. Participants plan and prepare meetings, write clear agendas, set up physical, virtual and hybrid meetings, define roles, chair effectively, handle disruptions and capture useful minutes and actions.

Who should attend

- Managers, team leaders and anyone who chairs or organises meetings

Learning objectives

- Plan and prepare meetings; choose participants, time and place
- Write clear agendas
- Set up physical, virtual and hybrid meeting spaces
- Define meeting roles
- Chair effectively, keep on track and handle disruptions
- Take useful minutes and ensure follow-through

Detailed content

01 Planning & Preparing
- Identifying participants
- Choosing time & place
- Creating the agenda
- Materials, invitations & logistics

02 Setting up the Meeting Space
- Essentials & extra touches
- Room arrangements

03 Virtual & Hybrid Options
- Teams/Zoom & collaboration tools
- Choosing the right option

04 Roles & Responsibilities
- Chairperson, minute-taker, attendees
- Large vs small meetings

05 Chairing a Meeting
- Starting right; role of the agenda
- Parking lot
- Managing time & accountability

06 Dealing with Disruptions
- Late arrivals & leaving
- Phones & devices
- Tangents & personality conflicts

07 Taking Minutes & Closing
- What to record
- Action items & follow-up
- Short, energised meetings

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Negotiation Skills

DURATION
1 day Essentials
2 days Full workshop

PROGRAM TYPE
Workshop

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

Negotiate with confidence and preserve relationships. Participants prepare using BATNA and ZOPA, separate interests from positions, use communication and persuasion, open, anchor and make offers, handle tactics and emotions and close agreements that stick.

Who should attend

- Managers, buyers, sales staff and anyone who negotiates

Learning objectives

- Understand the negotiation process and the need for negotiation
- Prepare using BATNA, WATNA and ZOPA
- Use power and influence ethically
- Reach win-win outcomes
- Manage team negotiations
- Avoid common negotiation mistakes

Detailed content

01 Negotiation Fundamentals
- What negotiation is and why it matters
- Skills of effective negotiators

02 Preparation
- Interests vs positions
- BATNA, WATNA & ZOPA
- Planning your strategy

03 The Negotiation Process
- Opening, bargaining, closing
- Power in negotiation
- Win-win (integrative) negotiation

04 Advanced Situations
- Team negotiations
- Emotions & difficult negotiators
- Common mistakes

05 Practice
- Role-plays & examples
- Improving your negotiation skills

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Persuasion & Influencing Skills

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
1 day	Workshop	EN / AR	In-house · Public · Online

Program overview

Influence and persuade others to achieve results. Participants learn the difference between influencing, persuasion and assertiveness, persuasive behaviour, storytelling and emotional persuasion, and listening skills that open people up to new ideas.

Who should attend

- Professionals, sales staff and managers who need to influence others

Learning objectives

- Persuade and influence to achieve results
- Use assertiveness to take control of difficult situations
- Communicate opinions and ideas assertively
- Handle people's reactions to change

Detailed content

01 Influencing, persuasion & assertiveness

02 Persuasive behaviour & confidence

03 Storytelling

04 Emotional persuasion

05 Listening skills & barriers

06 Workshop

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Principles of Problem Solving

DURATION
1 day
2 days With visual problem solving

PROGRAM TYPE
Workshop

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

Learn the principles that all good problem solvers use. Participants explore wicked problems and systems thinking, creativity research, problem definition and solution-generation tools, decision-making biases and evaluation methods, with a case study; a visual problem-solving add-on is available.

Who should attend

- Engineers, scientists and managers who need to frame problems and choose a course of action

Learning objectives

- Understand 'wicked' problems and how tools tame them
- Apply systems thinking
- Foster personal and group creativity
- Recognise decision-making biases
- Use a formal problem-solving method

Detailed content

01 Wicked problems & systems thinking

02 Creativity research & problem-solving methods

03 Problem definition & solution generation tools

04 Decision making & solution evaluation tools

05 Problem-solving case study

06 Visual Problem Solving (1 d add-on)

- Visual frameworks for problem formulation; visual decomposition
- Displaying complex data clearly; open-source tools; exercises

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Problem Solving & Critical Thinking

DURATION
1 day
4 days Extended with applications

PROGRAM TYPE
Workshop

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

Tackle problems and decisions with clear thinking. Participants define problems, distinguish problems from decisions, use logical and creative approaches, brainstorming and urgent-important prioritisation, and turn creativity into practical solutions with an action plan.

Who should attend

- Employees, supervisors and managers who solve problems and make decisions

Learning objectives

- Make better decisions through critical thinking and creative problem solving
- Develop personal creativity
- Choose the best decision for the situation
- Apply processes to assess work issues
- Turn creativity into practical business solutions

Detailed content

01 Defining the Problem
- What is the problem?
- Types of problems
- Problem or decision?

02 Thinking Approaches
- Left- and right-brain characteristics
- Critical thinking
- Creativity vs innovation

03 Tools
- Brainstorming
- Urgent/Important (Eisenhower) matrix
- Logical problem-solving methods

04 Action Plan

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Problem Solving & Decision Making

DURATION
1 day
2 days With creative techniques

PROGRAM TYPE
Workshop

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

Make sound decisions and solve problems systematically. Participants learn how thinking works, the traps in decision making, a structured problem-solving process, creative techniques such as Six Thinking Hats and how to implement decisions and manage resistance.

Who should attend

- Supervisors, managers & professionals

Learning objectives

- Follow a structured decision-making process
- Apply problem-solving steps and root cause analysis
- Use creative and analytical tools
- Understand factors that affect decisions
- Implement decisions and manage resistance

Detailed content

01 Decisions
- Decision-making process
- Anatomy of a decision
- Factors affecting decisions
- Fifteen rules for decision making

02 Problem Solving
- Problem-solving steps & tools
- Problem analysis; root cause analysis

03 Creative & Analytical Processes
- Tools to improve creativity
- Tools to improve analysis

04 Implementation
- Team formation & managing resistance
- Implementing the decision
- Workshop

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Problem Solving & Time Management Skills (Package)

DURATION 2 days 1 + 1

PROGRAM TYPE Workshop

LANGUAGE EN / AR

DELIVERY In-house · Public · Online

Program overview

A two-day package that combines a day of structured problem solving and decision making with a day of practical time management, for employees, supervisors and team leaders.

Who should attend

- Employees, supervisors and team leaders

Learning objectives

- Combine structured problem solving/decision making with practical time management

Detailed content

01 Problem Solving & Decision Making

- Option A: Problem Solving & Critical Thinking (see PS-CT)
- Option B: Decision-making process, anatomy of a decision, RCA, creative & analytical tools, implementing decisions (see DECISION)

02 Time Management

- See TIME

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Problem Solving, Systems Thinking, Creativity & Facilitation

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
3 days	Professional Course	EN / AR	In-house · Public · Online

Program overview

A three-day programme for those who lead problem-solving and workshops: structured problem solving and critical thinking, systems thinking with causal loops and leverage points, creativity techniques and practical facilitation skills.

Who should attend

- Managers, team leaders and professionals who lead problem-solving or workshops

Learning objectives

- Apply a structured problem-solving process and critical thinking
- Use creativity techniques and decision models (decision matrix, Six Thinking Hats)
- Solve problems in teams
- Think in systems: feedback loops, causal loops, archetypes, leverage points
- Facilitate meetings and workshops effectively

Detailed content

01 Problem Solving

- Problem-solving process (6 steps)
- Critical thinking: biases, assumptions, probing questions
- Creativity: brainstorming, mind mapping, divergent thinking
- Communication & collaboration
- Decision models: rational model, pros/cons, decision matrix, Six Thinking Hats
- Team problem solving
- Case studies

02 Systems Thinking

- Systems & their characteristics
- Feedback loops, emergence, boundaries
- Causal-loop & stock-and-flow diagrams
- Archetypes: limits to growth, shifting the burden, tragedy of the commons
- Leverage points
- Systems thinking in decisions & organisations

03 Creativity & Facilitation

- Creativity: reverse brainstorming, SCAMPER, overcoming blocks
- Role & skills of a facilitator
- Ground rules & safe space
- Managing group dynamics & consensus
- Visual & online facilitation tools
- Facilitating meetings & workshops; role plays

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Professional Business Writing

DURATION
1 day
3 days With writing workshop

PROGRAM TYPE
Workshop

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

Write clearly and professionally. Participants learn the pillars of good writing, punctuation and grammar, a clear business and technical style, and how to write memos, minutes, reports and proposals; the 3-day format adds a writing workshop.

Who should attend

- Anyone who wants to advance their career by improving their writing

Learning objectives

- Write effectively using the basic tools of writing
- Master punctuation and spelling to eliminate noise
- Develop a clear business/technical style for different audiences
- Use formal business language and correct grammar
- Write memos, minutes, progress reports, letters, technical reports, e-mails, proposals and CVs

Detailed content

01 Introducing Writing & Writing Pillars

02 Punctuation & Noise Elimination

03 Basic Grammar Review (parts of speech)

04 Types of Business & Technical Writing

- Memos, minutes, reports, letters, e-mails, proposals, CVs

05 Conventions

- Titles of addressees
- Vocabulary & idioms
- Abbreviations
- Common errors

06 Writing Workshop (3-day format)

- Drafting & peer review of real documents

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Professional E-mail Writing

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
1 day	Workshop	EN / AR	In-house · Public · Online

Program overview

Write e-mails that get read and answered. Participants learn when to use e-mail, who to copy, clear subject lines, active voice, readable formatting, common mistakes and how to recover when an e-mail misfires.

Who should attend

- Teams that rely on e-mail
- Managers of teams that communicate by e-mail
- Anyone whose e-mails get no response or are too vague

Learning objectives

- Know when e-mail is (and is not) appropriate
- Decide who should receive copies
- Write clear subject lines and use the active voice
- Avoid common business-writing mistakes
- Format e-mails for easy reading
- Recover when e-mails misfire
- Build a personal action plan

Detailed content

01 Writing with Purpose

02 The Role of E-mail in the Workplace

- Etiquette & what not to send
- To, CC & BCC

03 Mechanics of Writing E-mails

- Subject lines
- Structure & visual layout
- Tone

04 Grammar & Punctuation

05 Writing as a Process

- Plan, draft, edit

06 Troubleshooting & Proofreading

- Refreshing drafts
- When e-mails misfire

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Protocol, Etiquette & Public Relations

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
3 days	Professional Course	EN / AR	In-house · Public · Online

Program overview

Apply official protocol and international etiquette with confidence. Participants learn diplomatic protocol and forms of address, planning official visits and events, formal dining and seating, VIP handling, cultural sensitivities and PR tools.

Who should attend

- Office administrators, executive secretaries, protocol & PR officers, attachés, consular staff, ministers' assistants

Learning objectives

- Apply official protocol and diplomatic etiquette
- Plan official visits and events
- Use PR tools and manage issues and crises

Detailed content

01 Protocol & Diplomacy

- Public diplomacy & protocol procedures; national symbols
- Official forms of address and titles; precedence
- Planning official visits; diplomatic occasions; gift policies

02 Etiquette

- Hospitality guidelines; seating at formal dinners; international dining etiquette
- Interacting with VIPs; telephone etiquette; dress codes; cultural & religious sensitivities

03 Public Relations

- PR tools & techniques; message dissemination; media relations
- Community relations & outreach; PR planning & evaluation; database management

04 Event Coordination

- Facility design; logistics & security; action planning

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Self-Awareness

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
1 day	Workshop	EN / AR	In-house · Public · Online

Program overview

Understand yourself better to work and lead better. Participants explore their core values, strengths, motivations and personality type, step outside their comfort zone, acknowledge negative traits and replace negative self-talk with positive habits.

Who should attend

- Employees and new managers

Learning objectives

- Identify core values
- Identify personal qualities and strengths at work
- Identify areas to change
- Clarify what you want from life and work

Detailed content

01 What self-awareness is & why develop it

02 Discovering your true self & motivations

03 Personality types

04 Comfort zone & negative traits

05 Positive self-talk

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Sharpening Your Emotional Intelligence

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
1 day	Workshop	EN / AR	In-house · Public · Online

Program overview

Sharpen your emotional intelligence. Participants learn what EI is and why it matters at work, assess their own EQ using an established model, and practise developing self-awareness, self-management, social awareness and relationship skills.

Who should attend

- Employees, team leaders and managers

Learning objectives

- Understand emotional intelligence and its importance
- Identify the areas of EQ using an EQ model
- Gain self-insight through self-assessment
- Develop EQ for better self- and social awareness and results

Detailed content

01 EI in the Workplace

- Why be emotionally intelligent
- Research findings
- The EI matrix
- Views about EQ

02 Personal Insight

- EQ self-assessment
- The 90/10 principle
- Linking EI to performance

03 Developing EI

- How the brain handles emotions
- Four key EI skills
- Recognising your own emotions
- Tips for developing EQ

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Stress Management

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
2 days	Workshop	EN / AR	In-house · Public · Online

Program overview

Manage stress and build resilience. Participants learn the nature and causes of stress, recognise early warning signs, apply coping, relaxation and mindfulness techniques, balance work and life and create a personal stress-management plan.

Who should attend

- Professionals facing workplace stress & burnout
- Managers supporting their teams
- Customer service staff
- Anyone wanting more resilience

Learning objectives

- Understand the nature and causes of stress
- Recognise early signs
- Use coping strategies
- Apply relaxation and mindfulness
- Build resilience and work-life balance
- Create a personal stress management plan

Detailed content

01 Understanding Stress

- Definitions & misconceptions
- Acute vs chronic
- Psychological & physiological effects
- Impact on health & productivity

02 Triggers

- Personal & workplace stressors
- Physical, emotional & behavioural symptoms
- Self-assessment

03 Coping Strategies

- Time management & prioritisation
- Cognitive reframing
- Sleep, nutrition & exercise
- Social support

04 Relaxation & Mindfulness

- Breathing
- Meditation
- Mindfulness
- Progressive muscle relaxation

05 Resilience & Balance

- Mental resilience
- Work-life balance
- Burnout
- Boundaries & self-care

06 Personal Plan

- Personal strategies
- Action plan
- Role plays

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Time Management

إدارة الوقت

DURATION
1 day | 2 days Bilingual EN/AR

PROGRAM TYPE
Workshop

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

Make the best use of limited time. Participants learn the difference between busy and productive, set goals and priorities with the Eisenhower matrix and Pareto principle, organise tasks, control time wasters, delegate and build an action plan. Available bilingually.

Who should attend

- Employees, supervisors and managers

Learning objectives

- Tell the difference between busy and productive
- Set goals and priorities
- Apply the 80/20 (Pareto) principle
- Control time wasters and say 'no'
- Delegate for the right reasons
- Build an action plan

Detailed content

01 مفاهيم إدارة الوقت – Time management concepts

02 وضع الأهداف والمهام – Setting goals & objectives

03 وضع الأولويات – Setting priorities

- مصفوفة أيزنهاور – Eisenhower matrix
- مخطط باريتو – Pareto

04 تنظيم المهام – Organising tasks

- Tree & arrow (activity network) diagrams

05 مضيعات الوقت وموفرات الوقت – Time wasters & savers

06 تحسين مهارات إدارة الوقت وتنفيذ الأهداف – Improving skills & implementing goals

07 خطة التنفيذ – Action plan

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

Time, Priorities & Meetings Management

إدارة الوقت والأولويات والاجتماعات

DURATION
5 days 1 week

PROGRAM TYPE
Professional Course

LANGUAGE
AR

DELIVERY
In-house · Public · Online

Program overview

برنامج لإدراك أهمية الوقت في تحقيق أهداف المؤسسة، وربط الوقت بالأهداف ووضع الأولويات، والعلاقة بين الوقت والضغوط، وتنظيم الاجتماعات وتفعيلها كوسيلة اتصال، مع ورش عمل تطبيقية.

Who should attend

- Managers at all levels and work teams

Learning objectives

- إدراك أهمية الوقت في تحقيق أهداف المؤسسة
- ربط الوقت بالأهداف ووضع الأولويات
- تنظيم الاجتماعات وتفعيلها كوسيلة اتصال

Detailed content

01 مفهوم الوقت وأهميته

- على مستويات الإدارة العليا والوسطى والتنفيذية
- ارتباط الوقت بالأهداف
- سلبيات سوء استخدام الوقت

02 الوقت والضغوط

- الظروف الشخصية وظروف العمل والظروف العامة

03 الأولويات

- العوامل المؤثرة في حسن استخدام الوقت وتفادي مضيعاته

04 إدارة الاجتماعات

- تعريفها وأنواعها
- مسئولية المنظمين قبل وأثناء وبعد الاجتماع
- المكان والزمان والحضور
- عوامل النجاح

05 ورش عمل تطبيقية

الشهادة والتقييم

الشهادة	شهادة حضور من مركز التميز
شروط الحصول على الشهادة	حضور البرنامج بالكامل.

Train the Trainer (Basic & Advanced)

DURATION
- 2 days Basic
- 3 days Advanced
- 5 days Full program

PROGRAM TYPE
Professional Course

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

Develop trainers who engage and deliver results. The basic level covers adult learning, facilitation, questioning, listening and rapport; the advanced level covers learning styles, session design, training methods, difficult situations and evaluation using Kirkpatrick's four levels.

Who should attend

- New trainers, subject-matter experts who train others, HR/L&D staff; experienced trainers (advanced)

Learning objectives

- Apply adult-learning principles and learning-style models
- Design a session with objectives, activities and evaluation
- Facilitate with strong questioning, listening and rapport
- Handle difficult situations and evaluate training (Kirkpatrick)

Detailed content

01 Basic – Foundations of Facilitation

- What makes a good trainer; adult-learning principles
- Projecting credibility; assertive classroom management
- Questioning techniques & communication funnel
- Active listening; building rapport
- Do's and don'ts; delivering a short practice session

02 Advanced – Design & Delivery

- Learning styles (Kolb) and accommodating all learners
- Training needs analysis and learning objectives (ADDIE)
- Training methods to stimulate participation; games and humour
- Interventions for difficult situations; team presentations

03 Advanced – Evaluation & Transfer

- Kirkpatrick four levels of evaluation
- On-the-job support and transfer of learning
- Final practice session with feedback

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Attendance
REQUIREMENTS	Attendance of the full program.

HRDF (Hadaf) Professional Certificates – Saudi Arabia

51 exam-preparation programs for international certificates on the Saudi HRDF (Hadaf) Professional Certificates list – ASQ, PMI, IASSC, ASCM, SHRM, IIA and more – delivered in-house in KSA, live online or in Cairo.

Lean Six Sigma – IASSC & ASQ | Quality Certifications – ASQ | Supply Chain & Process | Project, Program & Portfolio – PMI & AACE | Change & Innovation | Human Resources & Talent | Audit, Finance & Compliance | Data & Digital | Customer Experience

42 PROGRAMS IN THIS GROUP – click a program to open it

Q01	IASSC Lean Six Sigma Yellow Belt – Exam Preparation	3 days	380
Q02	IASSC Lean Six Sigma Green Belt – Exam Preparation	5 days	381
Q03	IASSC Lean Six Sigma Black Belt – Exam Preparation	10 days	382
Q04	ASQ CSSYB – Certified Six Sigma Yellow Belt (Exam Preparation)	3 days	383
Q05	ASQ CSSGB – Certified Six Sigma Green Belt (Exam Preparation)	6 days	384
Q06	ASQ CSSBB – Certified Six Sigma Black Belt (Exam Preparation)	10 days	385
Q07	ASQ CQIA – Certified Quality Improvement Associate (Exam Preparation)	5 days	386
Q08	ASQ CQT – Certified Quality Technician (Exam Preparation)	5 days	387
Q09	ASQ CQPA – Certified Quality Process Analyst (Exam Preparation)	5 days	388
Q10	ASQ CQA – Certified Quality Auditor (Exam Preparation)	6 days	389
Q11	ASQ CRE – Certified Reliability Engineer (Exam Preparation)	8 days	390
Q12	ASQ CSQP – Certified Supplier Quality Professional (Exam Preparation)	6 days	391
Q13	ASQ CSQE – Certified Software Quality Engineer (Exam Preparation)	6 days	392
Q14	ASQ CBA – Certified Biomedical Auditor (Exam Preparation)	5 days	393
Q15	ASQ CCQM – Certified Construction Quality Manager (Exam Preparation)	5 days	394
Q16	CILT International Certificate in Logistics & Transport (Preparation)	5 days	395
Q17	ASCM SCOR-P – Supply Chain Operations Reference (Preparation)	3 days	396

Q18	ABPMP CBPP – Certified Business Process Professional (Exam Preparation)	5 days	397 ›
Q19	PMI CAPM – Certified Associate in Project Management (Exam Preparation)	5 days	398 ›
Q20	PMI-ACP® – Agile Certified Practitioner (Exam Preparation)	5 days	399 ›
Q21	PMI-RMP® – Risk Management Professional (Exam Preparation)	5 days	400 ›
Q22	PMI-SP® – Scheduling Professional (Exam Preparation)	5 days	401 ›
Q23	PgMP® – Program Management Professional (Exam Preparation)	5 days	402 ›
Q24	PfMP® – Portfolio Management Professional (Exam Preparation)	5 days	403 ›
Q25	AACE PSP – Planning & Scheduling Professional (Exam Preparation)	5 days	404 ›
Q26	AACE CCP – Certified Cost Professional (Exam Preparation)	5 days	405 ›
Q27	ACMP CCMP™ – Certified Change Management Professional (Exam Preparation)	5 days	406 ›
Q28	GInI Certified Innovation Professional (Preparation)	5 days	407 ›
Q29	SHRM-CP® / SHRM-SCP® (Exam Preparation)	5 days	408 ›
Q30	HRCI aPHRi™ / PHRi™ (Exam Preparation)	5 days	409 ›
Q31	ATD CPTD® – Certified Professional in Talent Development (Exam Preparation)	5 days	410 ›
Q32	IIA CIA® – Certified Internal Auditor (Exam Preparation)	10 days	411 ›
Q33	ACFE CFE® – Certified Fraud Examiner (Exam Preparation)	5 days	412 ›
Q34	ACAMS CAMS – Certified Anti-Money Laundering Specialist (Exam Preparation)	5 days	413 ›
Q35	CIMA Certificate in Business Accounting (Exam Preparation)	5 days	414 ›
Q36	SOCPA Fellowship – Exam Preparation Support	10 days	415 ›
Q37	OCEG GRCP™ – GRC Professional (Preparation)	3 days	416 ›
Q38	Microsoft PL-300 – Power BI Data Analyst (Exam Preparation)	5 days	417 ›
Q39	Microsoft Office Specialist: Excel Expert (Exam Preparation)	3 days	418 ›
Q40	Tableau Desktop Specialist (Exam Preparation)	3 days	419 ›
Q41	DAMA CDMP® – Data Management Fundamentals (Exam Preparation)	3 days	420 ›
Q42	CXPA CCXP – Certified Customer Experience Professional (Exam Preparation)	4 days	421 ›

ALSO ON THE HRDF LIST – ELSEWHERE IN THIS CATALOG

B23	ASQ CMQ/OE – Certified Manager of Quality / Organizational Excellence (Exam Preparation)	20 days · 9 months	81 ›
B24	ASQ CQE – Certified Quality Engineer (Exam Preparation)	25 days · 9 months	83 ›
D01	ASQ CPGP – Certified Pharmaceutical GMP Professional (Exam Preparation)	15 days	102 ›
H27	ASCM CLTD – Certified in Logistics, Transportation and Distribution (Exam Preparation)	5–6 days	203 ›
H28	ASCM CPIM – Certified in Planning and Inventory Management (Exam Preparation)	6 days	204 ›
H29	ASCM CSCP – Certified Supply Chain Professional (Exam Preparation)	6 days	206 ›
H30	CISCM® – Certified International Supply Chain Manager (IPSCMI Level 2)	5 days	207 ›
H31	CISCP® – Certified International Supply Chain Professional (IPSCMI Level 1)	5 days	209 ›

J04 **PMP® – Project Management Professional (Exam Preparation)** 8 days **230** ›

1. Choose a listed certificate
Check the certificate is on HRDF's current list.

2. Prepare with us
Exam preparation in-house, live online or in Cairo.

3. Pass the exam
The certifying body sets the exam and awards the certificate.

4. Claim from HRDF
Apply through HRDF's e-services for the reimbursement.

HRDF conditions in brief: Saudi citizens (employed or job seekers) · up to two certificates per person · after passing the exam, exam fee reimbursed once · certificate listed when obtained and still valid · not paid by the employer · fixed reimbursement amount per certificate. HRDF approves certificates, not training providers, and decides each claim under its own rules, which can change – check hrdf.org.sa before enrolling.

IASSC Lean Six Sigma Yellow Belt – Exam Preparation

DURATION
3 days Corporate

PROGRAM TYPE
Certification Prep

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

An entry-level program that prepares participants for the IASSC Certified Lean Six Sigma Yellow Belt exam. Participants learn the DMAIC roadmap, the language of Lean Six Sigma and the basic tools needed to support improvement projects in their own teams.

Who should attend

- Team members joining improvement projects
- Supervisors and front-line staff
- Anyone preparing for the IASSC Yellow Belt exam

Learning objectives

- Explain Lean and Six Sigma principles and DMAIC
- Map processes and identify waste
- Collect and present basic data
- Support Green and Black Belt project teams
- Prepare for the IASSC Yellow Belt exam

Detailed content

01 Lean Six Sigma Foundations

- History and principles of Lean and Six Sigma
- Process thinking and variation
- Roles: Yellow, Green and Black Belts

02 Define

- Project charter and scope
- Voice of the customer and CTQs
- SIPOC

03 Measure

- Process mapping and value stream basics
- Data types and data collection
- Basic charts and descriptive statistics

04 Analyze & Improve

- Cause-and-effect diagram and 5 Whys
- Pareto analysis
- Waste elimination and 5S

05 Control & Exam Preparation

- Control plans and standard work
- Visual management
- IASSC Body of Knowledge review and practice questions

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Completion (exam preparation).
CREDENTIAL EXAM	The IASSC Certified Lean Six Sigma Yellow Belt is awarded by IASSC (International Association for Six Sigma Certification) after passing its proctored exam.
HRDF (HADAF)	This certificate is on the Saudi HRDF (Hadaf) Professional Certificates list. Saudi citizens may claim a fixed reimbursement of the certificate cost after passing – up to two certificates per person, under HRDF's current rules.

IASSC Lean Six Sigma Green Belt – Exam Preparation

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
5 days Corporate	Certification Prep	EN / AR	In-house · Public · Online

Program overview

A practical preparation program for the IASSC Certified Lean Six Sigma Green Belt exam. It covers the full DMAIC body of knowledge with statistical tools, Minitab-style exercises and exam practice, so participants can lead improvement projects and pass the exam.

Who should attend

- Engineers, analysts and supervisors
- Quality and continuous-improvement staff
- Candidates for the IASSC Green Belt exam

Learning objectives

- Lead DMAIC projects from charter to control
- Measure process performance and capability
- Use hypothesis tests, correlation and regression
- Design improvements and sustain results
- Prepare for the IASSC Green Belt exam

Detailed content

01 Define Phase

- Six Sigma and Lean principles
- Project selection and charter
- VOC, CTQ trees and SIPOC
- Lean wastes

02 Measure Phase

- Process mapping and X–Y diagrams
- Basic statistics and probability
- Measurement system analysis
- Process capability (Cp, Cpk)

03 Analyze Phase

- Patterns of variation
- Inferential statistics
- Hypothesis testing (t, ANOVA, chi-square)
- Correlation and regression

04 Improve Phase

- Generating and selecting solutions
- Introduction to design of experiments
- Pilots and risk (FMEA)

05 Control Phase

- Statistical process control
- Lean controls: 5S, kanban, poka-yoke
- Control plans and handover

06 Exam Preparation

- IASSC Body of Knowledge review
- Practice questions and mock exam
- Exam strategy

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Completion (exam preparation).
CREDENTIAL EXAM	The IASSC Certified Lean Six Sigma Green Belt is awarded by IASSC after passing its proctored exam.
HRDF (HADAF)	This certificate is on the Saudi HRDF (Hadaf) Professional Certificates list. Saudi citizens may claim a fixed reimbursement of the certificate cost after passing – up to two certificates per person, under HRDF's current rules.

IASSC Lean Six Sigma Black Belt – Exam Preparation

DURATION
10 days Corporate

PROGRAM TYPE
Certification Prep

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

An advanced program that prepares experienced practitioners for the IASSC Certified Lean Six Sigma Black Belt exam. It deepens statistical analysis, design of experiments and control, and builds the skills to lead complex projects and coach Green Belts.

Who should attend

- Certified or experienced Green Belts
- Continuous-improvement managers
- Candidates for the IASSC Black Belt exam

Learning objectives

- Lead complex, cross-functional improvement projects
- Apply advanced statistics and regression
- Plan and analyse designed experiments
- Implement advanced process control
- Prepare for the IASSC Black Belt exam

Detailed content

01 Define & Lead

- Deployment, project selection and portfolio
- Stakeholders and team dynamics
- Coaching Green Belts

02 Measure

- Advanced process mapping
- Probability distributions
- MSA: gauge R&R and attribute agreement
- Capability for normal and non-normal data

03 Analyze

- Multi-vari analysis
- Hypothesis testing, parametric and non-parametric
- Multiple and logistic regression

04 Improve

- Full and fractional factorial designs
- Response optimisation
- Lean improvement methods

05 Control

- SPC and advanced control charts
- Control plans and mistake-proofing
- Sustaining gains and lessons learned

06 Exam Preparation

- IASSC Black Belt Body of Knowledge review
- Practice questions and mock exam

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Completion (exam preparation).
CREDENTIAL EXAM	The IASSC Certified Lean Six Sigma Black Belt is awarded by IASSC after passing its proctored exam.
HRDF (HADAF)	This certificate is on the Saudi HRDF (Hadaf) Professional Certificates list. Saudi citizens may claim a fixed reimbursement of the certificate cost after passing – up to two certificates per person, under HRDF's current rules.

ASQ CSSYB – Certified Six Sigma Yellow Belt (Exam Preparation)

DURATION
3 days Corporate

PROGRAM TYPE
Certification Prep

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

Prepares participants for the ASQ Certified Six Sigma Yellow Belt exam. It covers Six Sigma fundamentals, the DMAIC phases and the basic quality tools a Yellow Belt uses as a project team member.

Who should attend

- Project team members and support staff
- Supervisors new to Six Sigma
- Candidates for the ASQ CSSYB exam

Learning objectives

- Explain Six Sigma concepts and organisational roles
- Apply Define, Measure and Analyze basics
- Use the basic quality tools
- Support improvement and control activities
- Prepare for the ASQ CSSYB exam

Detailed content

01 Six Sigma Fundamentals

- Six Sigma foundations and principles
- Lean concepts and waste
- Roles and responsibilities

02 Define Phase

- Project identification and charter
- Voice of the customer
- Team basics

03 Measure Phase

- Process mapping
- Data collection and types
- Basic statistics and measurement systems

04 Analyze Phase

- Root cause analysis tools
- Pareto and cause-and-effect
- Basic data analysis

05 Improve & Control

- Improvement techniques
- Control tools and documentation
- ASQ CSSYB practice questions

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Completion (exam preparation).
CREDENTIAL EXAM	The CSSYB certification is awarded by ASQ (American Society for Quality) after passing its exam. Candidates register directly with ASQ.
HRDF (HADAF)	This certificate is on the Saudi HRDF (Hadaf) Professional Certificates list. Saudi citizens may claim a fixed reimbursement of the certificate cost after passing – up to two certificates per person, under HRDF's current rules.

ASQ CSSGB – Certified Six Sigma Green Belt (Exam Preparation)

DURATION
6 days Corporate

PROGRAM TYPE
Certification Prep

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

A structured preparation program for the ASQ Certified Six Sigma Green Belt exam, following the ASQ Body of Knowledge. It combines DMAIC tools and statistics with worked examples and timed practice questions.

Who should attend

- Engineers, analysts and team leaders
- Quality and process-improvement professionals
- Candidates for the ASQ CSSGB exam

Learning objectives

- Apply the full DMAIC methodology
- Use statistical tools to measure and analyse processes
- Select and validate improvements
- Implement control plans and SPC
- Prepare for the ASQ CSSGB exam

Detailed content

01 Overview: Six Sigma & the Organization

- Six Sigma and organisational goals
- Lean principles
- Design for Six Sigma overview

02 Define Phase

- Project identification and charter
- Voice of the customer
- Project management basics and team dynamics

03 Measure Phase

- Process analysis and documentation
- Probability and statistics
- Data collection, MSA and process capability

04 Analyze Phase

- Exploratory data analysis
- Hypothesis testing
- Correlation and regression

05 Improve Phase

- Design of experiments basics
- Root cause and solution implementation
- Lean tools for improvement

06 Control Phase

- Statistical process control
- Control plans
- Exam strategy and mock exam

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Completion (exam preparation).
CREDENTIAL EXAM	The CSSGB certification is awarded by ASQ after passing its exam. Candidates confirm eligibility and register directly with ASQ.
HRDF (HADAF)	This certificate is on the Saudi HRDF (Hadaf) Professional Certificates list. Saudi citizens may claim a fixed reimbursement of the certificate cost after passing – up to two certificates per person, under HRDF's current rules.

ASQ CSSBB – Certified Six Sigma Black Belt (Exam Preparation)

DURATION
10 days Corporate

PROGRAM TYPE
Certification Prep

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

An in-depth preparation program for the ASQ Certified Six Sigma Black Belt exam. It covers enterprise deployment, team leadership and the advanced statistical and design tools expected of a Black Belt, with extensive exam practice.

Who should attend

- Experienced Green Belts and project leaders
- Continuous-improvement and excellence managers
- Candidates for the ASQ CSSBB exam

Learning objectives

- Align Six Sigma deployment with strategy
- Lead and facilitate project teams
- Apply advanced analysis, DOE and regression
- Design robust controls and DFSS approaches
- Prepare for the ASQ CSSBB exam

Detailed content

01 Organization-wide Planning & Deployment

- Strategic planning and deployment
- Leadership roles
- Organisational process management and measures

02 Team Management

- Team formation and facilitation
- Team dynamics and training
- Project management tools

03 Define & Measure

- Voice of the customer and business case
- Process characteristics and data collection
- MSA, statistics and capability

04 Analyze

- Measuring and modelling relationships
- Hypothesis testing
- FMEA and additional analysis methods

05 Improve & Control

- Design of experiments
- Lean methods and implementation
- SPC and sustaining improvements

06 Design for Six Sigma & Exam Preparation

- DFSS methodologies (DMADV, DMADOV)
- Practice questions and mock exam

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Completion (exam preparation).
CREDENTIAL EXAM	The CSSBB certification is awarded by ASQ after passing its exam. Candidates confirm eligibility (including completed projects) and register with ASQ.
HRDF (HADAF)	This certificate is on the Saudi HRDF (Hadaf) Professional Certificates list. Saudi citizens may claim a fixed reimbursement of the certificate cost after passing – up to two certificates per person, under HRDF's current rules.

ASQ CQIA – Certified Quality Improvement Associate (Exam Preparation)

DURATION
5 days Corporate

PROGRAM TYPE
Certification Prep

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

Prepares participants for the ASQ Certified Quality Improvement Associate exam. It builds a solid foundation in quality concepts, teamwork, improvement tools and customer–supplier relationships for staff at any level.

Who should attend

- Staff new to quality and improvement
- Team members in improvement projects
- Candidates for the ASQ CQIA exam

Learning objectives

- Explain core quality concepts and terms
- Work effectively in improvement teams
- Apply basic and management improvement tools
- Strengthen customer and supplier relationships
- Prepare for the ASQ CQIA exam

Detailed content

01 Quality Basics
- Quality concepts and terminology
- Benefits and cost of quality
- Quality philosophies and pioneers

02 Team Basics
- Team types and roles
- Team formation and dynamics
- Decision-making tools

03 Continuous Improvement
- Incremental and breakthrough improvement
- PDCA, Lean and Six Sigma overview
- Basic and management-and-planning tools

04 Customer–Supplier Relationships
- Internal and external customers
- Customer feedback and satisfaction
- Supplier management basics

05 Exam Preparation
- ASQ CQIA Body of Knowledge review
- Practice questions and mock exam

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Completion (exam preparation).
CREDENTIAL EXAM	The CQIA certification is awarded by ASQ after passing its exam. Candidates register directly with ASQ.
HRDF (HADAF)	This certificate is on the Saudi HRDF (Hadaf) Professional Certificates list. Saudi citizens may claim a fixed reimbursement of the certificate cost after passing – up to two certificates per person, under HRDF's current rules.

ASQ CQT – Certified Quality Technician (Exam Preparation)

DURATION
5 days Corporate

PROGRAM TYPE
Certification Prep

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

Prepares quality technicians for the ASQ Certified Quality Technician exam. It focuses on the hands-on skills of inspection, measurement, statistical tools and audits that support quality engineers and production teams.

Who should attend

- Quality technicians and inspectors
- Laboratory and metrology staff
- Candidates for the ASQ CQT exam

Learning objectives

- Apply quality concepts and problem-solving tools
- Use statistical techniques and SPC
- Plan inspection, sampling and testing
- Support calibration, audits and risk management
- Prepare for the ASQ CQT exam

Detailed content

01 Quality Concepts & Tools

- Quality concepts and ethics
- Basic quality and problem-solving tools
- Teams and continuous improvement

02 Statistical Techniques

- Descriptive statistics and distributions
- Control charts and capability
- Data collection and analysis

03 Metrology & Calibration

- Measurement tools and units
- Calibration systems
- Measurement error and MSA

04 Inspection & Test

- Inspection planning and blueprint reading
- Sampling plans
- Nonconforming material control

05 Audits, Risk & Exam Preparation

- Quality audit support
- Risk management basics
- Practice questions and mock exam

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Completion (exam preparation).
CREDENTIAL EXAM	The CQT certification is awarded by ASQ after passing its exam. Candidates confirm eligibility and register directly with ASQ.
HRDF (HADAF)	This certificate is on the Saudi HRDF (Hadaf) Professional Certificates list. Saudi citizens may claim a fixed reimbursement of the certificate cost after passing – up to two certificates per person, under HRDF's current rules.

ASQ CQPA – Certified Quality Process Analyst (Exam Preparation)

DURATION
5 days Corporate

PROGRAM TYPE
Certification Prep

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

Prepares participants for the ASQ Certified Quality Process Analyst exam. It develops the analytical skills to solve quality problems, analyse data, manage corrective action and support quality engineers and auditors.

Who should attend

- Quality analysts and process specialists
- Paraprofessionals supporting quality engineers
- Candidates for the ASQ CQPA exam

Learning objectives

- Apply quality concepts and team tools
- Use problem-solving and improvement tools
- Analyse process data with statistics
- Manage customer–supplier quality issues
- Lead corrective and preventive action

Detailed content

01 Concepts of Quality

- Quality concepts and philosophies
- Quality systems and audits
- Teams and ethics

02 Quality Tools & Problem-Solving

- Basic and management-and-planning tools
- Process improvement techniques
- Lean tools

03 Data Analysis

- Basic statistics and distributions
- Statistical decision-making
- SPC and process capability

04 Customer–Supplier Relations

- Internal and external customers
- Supplier performance
- Customer satisfaction methods

05 Corrective & Preventive Action & Exam Preparation

- Root cause analysis and CAPA
- Verification of effectiveness
- Practice questions and mock exam

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Completion (exam preparation).
CREDENTIAL EXAM	The CQPA certification is awarded by ASQ after passing its exam. Candidates confirm eligibility and register directly with ASQ.
HRDF (HADAF)	This certificate is on the Saudi HRDF (Hadaf) Professional Certificates list. Saudi citizens may claim a fixed reimbursement of the certificate cost after passing – up to two certificates per person, under HRDF's current rules.

ASQ CQA – Certified Quality Auditor (Exam Preparation)

DURATION
6 days Corporate

PROGRAM TYPE
Certification Prep

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

Prepares auditors for the ASQ Certified Quality Auditor exam. It covers the principles and practice of auditing, auditor competencies, audit program management and the quality tools auditors use, with case studies and exam practice.

Who should attend

- Internal and supplier auditors
- Quality and compliance professionals
- Candidates for the ASQ CQA exam

Learning objectives

- Apply auditing principles, types and ethics
- Plan, perform, report and follow up audits
- Demonstrate key auditor competencies
- Manage an audit program and its business value
- Prepare for the ASQ CQA exam

Detailed content

01 Auditing Fundamentals
- Types and purposes of audits
- Roles and responsibilities
- Professional conduct and ethics

02 Audit Process
- Audit preparation and planning
- Audit performance and evidence
- Reporting, follow-up and closure

03 Auditor Competencies
- Interviewing and communication
- Conflict handling
- Auditor knowledge and behaviour

04 Audit Program Management & Business Applications
- Audit program design and risk
- Supplier and process audits
- Auditing for improvement

05 Quality Tools & Techniques
- Basic and process improvement tools
- Statistics and sampling for auditors
- Risk-based thinking

06 Exam Preparation
- ASQ CQA Body of Knowledge review
- Practice questions and mock exam

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Completion (exam preparation).
CREDENTIAL EXAM	The CQA certification is awarded by ASQ after passing its exam. Candidates confirm eligibility and register directly with ASQ.
HRDF (HADAF)	This certificate is on the Saudi HRDF (Hadaf) Professional Certificates list. Saudi citizens may claim a fixed reimbursement of the certificate cost after passing – up to two certificates per person, under HRDF's current rules.

ASQ CRE – Certified Reliability Engineer (Exam Preparation)

DURATION
8 days Corporate

PROGRAM TYPE
Certification Prep

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

Prepares engineers for the ASQ Certified Reliability Engineer exam. It covers reliability management, statistics for reliability, design and modelling, testing and maintainability, with practical examples from manufacturing and asset-intensive industries.

Who should attend

- Reliability, maintenance and design engineers
- Quality engineers in asset-intensive industries
- Candidates for the ASQ CRE exam

Learning objectives

- Build and manage a reliability program
- Apply probability and life-data statistics
- Design for reliability and predict performance
- Plan reliability tests and analyse results
- Improve maintainability and availability

Detailed content

01 Reliability Management
- Strategic management and reliability programs
- Ethics, safety and liability
- Product and process development

02 Probability & Statistics for Reliability
- Basic concepts and distributions
- Statistical inference
- Weibull and life-data analysis

03 Reliability in Design & Development
- Reliability requirements
- FMEA and fault tree analysis
- Design techniques and derating

04 Reliability Modeling & Predictions
- System reliability models
- Reliability predictions
- Physics of failure

05 Reliability Testing
- Test planning
- Accelerated life testing
- Reliability growth

06 Maintainability, Availability & Data
- Maintenance strategies and availability
- Data collection and FRACAS
- Practice questions and mock exam

Certificate & assessment

CERTIFICATE
Excellence Center Certificate of Completion (exam preparation).

CREDENTIAL EXAM
The CRE certification is awarded by ASQ after passing its exam. Candidates confirm eligibility and register directly with ASQ.

HRDF (HADAF)
This certificate is on the Saudi HRDF (Hadaf) Professional Certificates list. Saudi citizens may claim a fixed reimbursement of the certificate cost after passing – up to two certificates per person, under HRDF's current rules.

ASQ CSQP – Certified Supplier Quality Professional (Exam Preparation)

DURATION
6 days Corporate

PROGRAM TYPE
Certification Prep

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

Prepares supplier quality professionals for the ASQ CSQP exam. It covers supplier strategy, selection and qualification, performance and quality management, and supplier relationships, with tools for audits and development.

Who should attend

- Supplier quality engineers and buyers
- Procurement and supply chain quality staff
- Candidates for the ASQ CSQP exam

Learning objectives

- Define supplier strategy and risk
- Select and qualify suppliers
- Measure and improve supplier performance
- Manage supplier quality and corrective action
- Build effective supplier relationships

Detailed content

01 Supplier Strategy

- Sourcing strategy and supply-base planning
- Supplier risk management
- Business governance and ethics

02 Supplier Selection & Qualification

- Selection criteria and assessments
- Supplier audits
- Product and process qualification (PPAP)

03 Supplier Performance Management

- Performance metrics and scorecards
- Supplier development
- Corrective action

04 Supplier Quality Management

- Quality requirements and specifications
- Inspection, sampling and testing
- Nonconformance and change management

05 Supplier Relationship Management & Exam Preparation

- Communication and partnerships
- Continuous improvement with suppliers
- Practice questions and mock exam

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Completion (exam preparation).
CREDENTIAL EXAM	The CSQP certification is awarded by ASQ after passing its exam. Candidates confirm eligibility and register directly with ASQ.
HRDF (HADAF)	This certificate is on the Saudi HRDF (Hadaf) Professional Certificates list. Saudi citizens may claim a fixed reimbursement of the certificate cost after passing – up to two certificates per person, under HRDF's current rules.

ASQ CSQE – Certified Software Quality Engineer (Exam Preparation)

DURATION
6 days Corporate

PROGRAM TYPE
Certification Prep

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

Prepares software and IT professionals for the ASQ Certified Software Quality Engineer exam. It covers software quality management, engineering processes, project management, metrics, verification and validation, and configuration management.

Who should attend

- Software QA engineers and testers
- IT quality and process professionals
- Candidates for the ASQ CSQE exam

Learning objectives

- Apply software quality principles and standards
- Manage software processes and life cycles
- Use metrics to analyse software quality
- Plan verification, validation and testing
- Control configurations and releases

Detailed content

01 General Knowledge & Quality Management

- Quality principles, ethics and standards
- Quality management systems for software
- Audits and reviews

02 Systems & Software Engineering Processes

- Life cycle models (predictive and agile)
- Requirements engineering
- Software design and architecture

03 Project Management

- Planning, estimation and tracking
- Risk management
- Project reviews

04 Software Metrics & Analysis

- Process and product metrics
- Measurement analysis and reporting
- Quality analysis tools

05 Verification, Validation & Configuration Management

- Testing strategies and reviews
- Configuration and release management
- Practice questions and mock exam

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Completion (exam preparation).
CREDENTIAL EXAM	The CSQE certification is awarded by ASQ after passing its exam. Candidates confirm eligibility and register directly with ASQ.
HRDF (HADAF)	This certificate is on the Saudi HRDF (Hadaf) Professional Certificates list. Saudi citizens may claim a fixed reimbursement of the certificate cost after passing – up to two certificates per person, under HRDF's current rules.

ASQ CBA – Certified Biomedical Auditor (Exam Preparation)

DURATION
5 days Corporate

PROGRAM TYPE
Certification Prep

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

Prepares auditors in the medical device sector for the ASQ Certified Biomedical Auditor exam. It covers auditing practice together with medical device regulations, quality system requirements, risk management and key technical areas.

Who should attend

- Medical device quality and regulatory staff
- Internal and supplier auditors in healthcare manufacturing
- Candidates for the ASQ CBA exam

Learning objectives

- Plan and perform medical device audits
- Interpret key regulations and ISO 13485
- Apply risk management to ISO 14971
- Audit design, production and post-market processes
- Prepare for the ASQ CBA exam

Detailed content

01 Auditing
- Audit types, roles and ethics
- Audit planning, execution and reporting
- Follow-up and closure

02 Regulations & Standards
- ISO 13485 quality management system
- US FDA and EU MDR requirements overview
- Saudi FDA medical device framework overview

03 Quality System Requirements
- Design controls
- Production and process controls
- CAPA, complaints and post-market surveillance

04 Risk Management
- ISO 14971 risk management process
- Risk analysis tools
- Risk–benefit and residual risk

05 Technical Knowledge & Exam Preparation
- Sterilisation, software and packaging basics
- Statistics and sampling
- Practice questions and mock exam

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Completion (exam preparation).
CREDENTIAL EXAM	The CBA certification is awarded by ASQ after passing its exam. Candidates confirm eligibility and register directly with ASQ.
HRDF (HADAF)	This certificate is on the Saudi HRDF (Hadaf) Professional Certificates list. Saudi citizens may claim a fixed reimbursement of the certificate cost after passing – up to two certificates per person, under HRDF's current rules.

ASQ CCQM – Certified Construction Quality Manager (Exam Preparation)

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
5 days Corporate	Certification Prep	EN / AR	In-house · Public · Online

Program overview

Prepares construction professionals for the ASQ Certified Construction Quality Manager exam. It covers quality management across the project life cycle – planning, control, inspection, materials, contracts and handover – for major and giga-projects.

Who should attend

- Construction QA/QC managers and engineers
- Project and site managers
- Candidates for the ASQ CCQM exam

Learning objectives

- Set up a construction quality management system
- Prepare project quality plans and ITPs
- Control materials, inspections and testing
- Manage nonconformance and corrective action
- Prepare for the ASQ CCQM exam

Detailed content

01 Quality Management in Construction

- Quality principles and roles
- Quality management systems for projects
- Leadership and quality culture on site

02 Project Quality Planning

- Contract and specification requirements
- Project quality plans
- Inspection and test plans (ITPs)

03 Quality Control & Assurance

- Materials and submittals
- Inspection, testing and records
- Subcontractor and supplier quality

04 Nonconformance & Improvement

- NCRs and root cause analysis
- Corrective and preventive action
- Quality audits and metrics

05 Handover & Exam Preparation

- Commissioning and close-out documentation
- Lessons learned
- Practice questions and mock exam

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Completion (exam preparation).
CREDENTIAL EXAM	The CCQM certification is awarded by ASQ after passing its exam. Candidates confirm eligibility and register directly with ASQ.
HRDF (HADAF)	This certificate is on the Saudi HRDF (Hadaf) Professional Certificates list. Saudi citizens may claim a fixed reimbursement of the certificate cost after passing – up to two certificates per person, under HRDF's current rules.

CILT International Certificate in Logistics & Transport (Preparation)

DURATION
5 days Corporate

PROGRAM TYPE
Certification Prep

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

Prepares participants for the CILT International Certificate in Logistics and Transport. It builds practical knowledge of logistics operations, transport, warehousing, inventory and supply chain performance for supervisors and junior managers.

Who should attend

- Logistics and transport supervisors
- Warehouse and distribution staff
- Candidates for the CILT International Certificate

Learning objectives

- Explain logistics and supply chain concepts
- Plan transport and distribution operations
- Manage warehousing and inventory
- Apply safety, compliance and sustainability
- Measure and improve logistics performance

Detailed content

01 Logistics & Supply Chain Concepts

- Supply chain structures and flows
- Logistics costs and service
- Customer requirements

02 Transport Operations

- Transport modes and selection
- Route planning and fleet basics
- Freight documentation

03 Warehousing & Inventory

- Warehouse operations and layout
- Inventory control methods
- Materials handling

04 Compliance, Safety & Sustainability

- Health and safety in logistics
- Regulations and customs basics
- Sustainable logistics

05 Performance & Assessment Preparation

- KPIs and continuous improvement
- Case studies
- CILT assessment preparation

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Completion (exam preparation).
CREDENTIAL EXAM	The International Certificate is awarded by CILT (The Chartered Institute of Logistics and Transport) under its own assessment rules.
HRDF (HADAF)	This certificate is on the Saudi HRDF (Hadaf) Professional Certificates list. Saudi citizens may claim a fixed reimbursement of the certificate cost after passing – up to two certificates per person, under HRDF's current rules.

ASCM SCOR-P – Supply Chain Operations Reference (Preparation)

DURATION
3 days Corporate

PROGRAM TYPE
Certification Prep

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

Prepares supply chain professionals for the ASCM SCOR Professional (SCOR-P) endorsement. Participants learn the SCOR model and how to use its processes, metrics and practices to diagnose and improve a real supply chain.

Who should attend

- Supply chain managers and analysts
- Operations and improvement leaders
- Candidates for the ASCM SCOR-P endorsement

Learning objectives

- Explain the SCOR model structure
- Map supply chains with SCOR processes
- Benchmark with SCOR performance metrics
- Select practices to close performance gaps
- Run a SCOR improvement project

Detailed content

01 SCOR Model Overview
- Purpose and structure of SCOR
- Process levels and scope
- SCOR Digital Standard

02 Processes
- Orchestrate, Plan, Order, Source
- Transform, Fulfill, Return
- Process mapping with SCOR

03 Performance
- Performance attributes
- Metrics hierarchy
- Benchmarking and gap analysis

04 Practices & People
- Best practices and selection
- Skills and roles
- Digital and sustainable practices

05 SCOR Project Roadmap & Assessment Preparation
- Project phases and deliverables
- Case study
- SCOR-P assessment preparation

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Completion (exam preparation).
CREDENTIAL EXAM	The SCOR-P endorsement is awarded by ASCM (Association for Supply Chain Management) under its own rules.
HRDF (HADAF)	This certificate is on the Saudi HRDF (Hadaf) Professional Certificates list. Saudi citizens may claim a fixed reimbursement of the certificate cost after passing – up to two certificates per person, under HRDF's current rules.

ABPMP CBPP – Certified Business Process Professional (Exam Preparation)

DURATION
5 days Corporate

PROGRAM TYPE
Certification Prep

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

Prepares process professionals for the ABPMP Certified Business Process Professional exam, based on the BPM Common Body of Knowledge (BPM CBOK). It covers the full process management life cycle, from modelling and analysis to transformation and governance.

Who should attend

- Process analysts and BPM practitioners
- Transformation and excellence teams
- Candidates for the ABPMP CBPP exam

Learning objectives

- Explain business process management concepts
- Model and analyse business processes
- Design future-state processes
- Measure process performance
- Organise and govern BPM in the enterprise

Detailed content

01 BPM Foundations
- Business process management concepts
- Process ownership and roles
- BPM life cycle

02 Process Modeling & Analysis
- Modeling notations (BPMN)
- Process analysis techniques
- Value and waste analysis

03 Process Design & Transformation
- Future-state design principles
- Process transformation approaches
- Change and implementation

04 Process Performance Management
- Process metrics and monitoring
- Performance improvement
- Process controls

05 Enterprise BPM, Technology & Exam Preparation
- Process management organisation and governance
- BPM technology and automation
- BPM CBOK review and practice questions

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Completion (exam preparation).
CREDENTIAL EXAM	The CBPP certification is awarded by ABPMP International after passing its exam. Candidates confirm eligibility with ABPMP.
HRDF (HADAF)	This certificate is on the Saudi HRDF (Hadaf) Professional Certificates list. Saudi citizens may claim a fixed reimbursement of the certificate cost after passing – up to two certificates per person, under HRDF's current rules.

PMI CAPM – Certified Associate in Project Management (Exam Preparation)

DURATION
5 days Corporate

PROGRAM TYPE
Certification Prep

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

Prepares early-career professionals for the PMI Certified Associate in Project Management exam. It covers project management fundamentals, predictive and agile approaches and business analysis basics, and provides the 23 contact hours of project management education PMI requires.

Who should attend

- Graduates and early-career professionals
- Project coordinators and team members
- Candidates for the PMI CAPM exam

Learning objectives

- Explain project management concepts and life cycles
- Apply predictive, plan-based methods
- Work within agile frameworks
- Use business analysis basics
- Prepare for the PMI CAPM exam

Detailed content

01 Project Management Fundamentals & Core Concepts

- Projects, programs and portfolios
- Life cycles and processes
- Roles, stakeholders and ethics

02 Predictive, Plan-Based Methodologies

- Scope, schedule and cost planning
- Risk, quality and communication
- Monitoring, controlling and closing

03 Agile Frameworks & Methodologies

- Agile values and principles
- Scrum, Kanban and hybrid approaches
- Backlogs, iterations and metrics

04 Business Analysis Frameworks

- Requirements elicitation
- Stakeholder analysis
- Product scope and traceability

05 Exam Preparation

- Exam Content Outline review
- Practice questions and mock exam

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Completion (exam preparation).
CREDENTIAL EXAM	The CAPM® certification is awarded by PMI (Project Management Institute) after passing its exam. CAPM is a registered mark of PMI.
HRDF (HADAF)	This certificate is on the Saudi HRDF (Hadaf) Professional Certificates list. Saudi citizens may claim a fixed reimbursement of the certificate cost after passing – up to two certificates per person, under HRDF's current rules.

PMI-ACP® – Agile Certified Practitioner (Exam Preparation)

DURATION	PROGRAM TYPE	LANGUAGE	DELIVERY
5 days Corporate	Certification Prep	EN / AR	In-house · Public · Online

Program overview

Prepares experienced practitioners for the PMI Agile Certified Practitioner exam. It covers the agile mindset, leadership, product and delivery practices across Scrum, Kanban, Lean and hybrid approaches, with scenario-based exam practice.

Who should attend

- Project and product managers
- Scrum Masters, team leads and agile coaches
- Candidates for the PMI-ACP exam

Learning objectives

- Apply the agile mindset and principles
- Lead and empower self-organising teams
- Manage product value and backlogs
- Plan and deliver iteratively
- Prepare for the PMI-ACP exam

Detailed content

01 Mindset

- Agile values and principles
- Adaptive and hybrid approaches
- Psychological safety and learning culture

02 Leadership

- Servant leadership
- Team empowerment and collaboration
- Stakeholder engagement

03 Product

- Product vision and backlog
- Value delivery and prioritisation
- Customer feedback and validation

04 Delivery

- Iteration planning and estimation
- Flow, Kanban and metrics
- Continuous improvement and retrospectives

05 Exam Preparation

- Exam Content Outline review
- Scenario questions and mock exam

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Completion (exam preparation).
CREDENTIAL EXAM	The PMI-ACP® certification is awarded by PMI after passing its exam. Candidates confirm eligibility with PMI.
HRDF (HADAF)	This certificate is on the Saudi HRDF (Hadaf) Professional Certificates list. Saudi citizens may claim a fixed reimbursement of the certificate cost after passing – up to two certificates per person, under HRDF's current rules.

PMI-RMP® – Risk Management Professional (Exam Preparation)

DURATION
5 days Corporate

PROGRAM TYPE
Certification Prep

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

Prepares project and risk practitioners for the PMI Risk Management Professional exam. It covers risk strategy, identification, qualitative and quantitative analysis, response planning and monitoring, with practical tools and exam practice.

Who should attend

- Project, program and risk managers
- PMO and governance professionals
- Candidates for the PMI-RMP exam

Learning objectives

- Develop risk strategy and plans
- Identify and document risks
- Perform qualitative and quantitative analysis
- Plan and implement risk responses
- Monitor risks and close them out

Detailed content

01 Risk Strategy & Planning
- Risk appetite and thresholds
- Risk management plan
- Roles and governance

02 Risk Identification
- Techniques and risk breakdown structure
- Risk register
- Opportunities and threats

03 Risk Analysis
- Probability and impact assessment
- Quantitative analysis: EMV, decision trees, Monte Carlo
- Prioritisation

04 Risk Response
- Response strategies
- Contingency and fallback plans
- Risk owners and actions

05 Monitor & Close Risks & Exam Preparation
- Risk audits and reviews
- Reporting and lessons learned
- Practice questions and mock exam

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Completion (exam preparation).
CREDENTIAL EXAM	The PMI-RMP® certification is awarded by PMI after passing its exam. Candidates confirm eligibility with PMI.
HRDF (HADAF)	This certificate is on the Saudi HRDF (Hadaf) Professional Certificates list. Saudi citizens may claim a fixed reimbursement of the certificate cost after passing – up to two certificates per person, under HRDF's current rules.

PMI-SP® – Scheduling Professional (Exam Preparation)

DURATION
5 days Corporate

PROGRAM TYPE
Certification Prep

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

Prepares planners and schedulers for the PMI Scheduling Professional exam. It covers schedule strategy, development, monitoring and control, closeout and stakeholder communication, using practical CPM exercises.

Who should attend

- Planners and project control engineers
- Project managers in construction and engineering
- Candidates for the PMI-SP exam

Learning objectives

- Define scheduling strategy and standards
- Build a realistic CPM schedule
- Monitor and update the schedule
- Analyse delays and recovery options
- Communicate schedule information

Detailed content

01 Schedule Strategy
- Scheduling policies and tools
- Schedule management plan
- Work breakdown structure

02 Schedule Planning & Development
- Activities, logic and durations
- Critical path and float
- Resource loading and levelling

03 Schedule Monitoring & Controlling
- Baselines and updates
- Performance analysis and forecasting
- Change control

04 Schedule Closeout & Stakeholder Communication
- Closeout and lessons learned
- Reporting and dashboards
- Stakeholder communication

05 Exam Preparation
- Exam Content Outline review
- Practice questions and mock exam

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Completion (exam preparation).
CREDENTIAL EXAM	The PMI-SP® certification is awarded by PMI after passing its exam. Candidates confirm eligibility with PMI.
HRDF (HADAF)	This certificate is on the Saudi HRDF (Hadaf) Professional Certificates list. Saudi citizens may claim a fixed reimbursement of the certificate cost after passing – up to two certificates per person, under HRDF's current rules.

PgMP® – Program Management Professional (Exam Preparation)

DURATION
5 days Corporate

PROGRAM TYPE
Certification Prep

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

Prepares senior practitioners for the PMI Program Management Professional exam. It covers strategic program management, the program life cycle, benefits management, stakeholder engagement and governance, using the PMI Standard for Program Management.

Who should attend

- Program managers and senior project managers
- PMO and transformation leaders
- Candidates for the PMI PgMP

Learning objectives

- Align programs with organisational strategy
- Manage the program life cycle
- Plan, deliver and sustain benefits
- Engage stakeholders at program level
- Establish program governance

Detailed content

01 Strategic Program Management

- Program and strategy alignment
- Business case and program charter
- Program roadmap

02 Program Life Cycle

- Definition, delivery and closure
- Component management
- Integration across projects

03 Benefits Management

- Benefits identification and planning
- Delivery, transition and sustainment
- Benefits measurement

04 Stakeholder Engagement & Governance

- Stakeholder analysis and engagement
- Governance structures and decisions
- Program risk and change

05 Exam Preparation

- Exam Content Outline review
- Scenario questions and mock exam

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Completion (exam preparation).
CREDENTIAL EXAM	The PgMP® certification is awarded by PMI after its panel review and exam. Candidates confirm eligibility with PMI.
HRDF (HADAF)	This certificate is on the Saudi HRDF (Hadaf) Professional Certificates list. Saudi citizens may claim a fixed reimbursement of the certificate cost after passing – up to two certificates per person, under HRDF's current rules.

PfMP® – Portfolio Management Professional (Exam Preparation)

DURATION
5 days Corporate

PROGRAM TYPE
Certification Prep

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

Prepares portfolio leaders for the PMI Portfolio Management Professional exam. It covers strategic alignment, portfolio governance, performance, risk and communication, based on the PMI Standard for Portfolio Management.

Who should attend

- Portfolio managers and PMO directors
- Strategy and investment leaders
- Candidates for the PMI PfMP

Learning objectives

- Align the portfolio with strategy
- Design portfolio governance and decisions
- Optimise portfolio performance and value
- Manage portfolio risks
- Communicate with executives and stakeholders

Detailed content

01 Strategic Alignment
- Strategic objectives and portfolio structure
- Prioritisation and selection criteria
- Portfolio roadmap

02 Portfolio Governance
- Governance model and roles
- Decision-making and authorisation
- Portfolio balancing

03 Portfolio Performance
- Value and benefits measurement
- Capacity and resource management
- Performance reporting

04 Portfolio Risk & Communication
- Portfolio-level risk
- Executive communication
- Stakeholder engagement

05 Exam Preparation
- Exam Content Outline review
- Scenario questions and mock exam

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Completion (exam preparation).
CREDENTIAL EXAM	The PfMP® certification is awarded by PMI after its panel review and exam. Candidates confirm eligibility with PMI.
HRDF (HADAF)	This certificate is on the Saudi HRDF (Hadaf) Professional Certificates list. Saudi citizens may claim a fixed reimbursement of the certificate cost after passing – up to two certificates per person, under HRDF's current rules.

AACE PSP – Planning & Scheduling Professional (Exam Preparation)

DURATION
5 days Corporate

PROGRAM TYPE
Certification Prep

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

Prepares planners for the AACE International Planning & Scheduling Professional exam. It covers planning, schedule development, control, progress measurement and delay analysis, with the practical calculation exercises the exam requires.

Who should attend

- Planners, schedulers and project control engineers
- Project managers on capital projects
- Candidates for the AACE PSP exam

Learning objectives

- Plan projects and build work breakdown structures
- Develop and analyse CPM schedules
- Measure progress and earned value
- Control schedules and forecast completion
- Analyse delays and communicate results

Detailed content

01 Planning
- Project planning and scope definition
- WBS and coding structures
- Planning for estimating and control

02 Schedule Development
- CPM logic and calculations
- Resource and cost loading
- Schedule quality checks

03 Schedule Control & Progress
- Progress measurement
- Earned value basics
- Forecasting and trends

04 Delays & Communication
- Delay and disruption analysis
- Change management
- Reports and presentations

05 Exam Preparation
- Technical paper guidance
- Practice problems and mock exam

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Completion (exam preparation).
CREDENTIAL EXAM	The PSP certification is awarded by AACE International after passing its exam and requirements.
HRDF (HADAF)	This certificate is on the Saudi HRDF (Hadaf) Professional Certificates list. Saudi citizens may claim a fixed reimbursement of the certificate cost after passing – up to two certificates per person, under HRDF's current rules.

AACE CCP – Certified Cost Professional (Exam Preparation)

DURATION
5 days Corporate

PROGRAM TYPE
Certification Prep

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

Prepares cost engineers and project control professionals for the AACE International Certified Cost Professional exam. It covers cost elements, estimating, cost and schedule control, economic analysis and project management, with calculation practice.

Who should attend

- Cost engineers, estimators and quantity surveyors
- Project control and finance professionals
- Candidates for the AACE CCP exam

Learning objectives

- Explain cost elements and total cost management
- Prepare and validate estimates
- Control cost with earned value
- Apply economic and financial analysis
- Prepare for the AACE CCP exam

Detailed content

01 Cost Elements & Total Cost Management

- Cost and cost elements
- Total cost management framework
- Pricing and contracting basics

02 Estimating

- Estimate classes and methods
- Risk and contingency
- Cost databases and benchmarking

03 Project Control

- Budgeting and baselines
- Earned value management
- Change control and forecasting

04 Economic Analysis & Project Management

- Time value of money
- Investment appraisal
- Project management fundamentals

05 Exam Preparation

- Technical paper guidance
- Practice problems and mock exam

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Completion (exam preparation).
CREDENTIAL EXAM	The CCP certification is awarded by AACE International after passing its exam and requirements.
HRDF (HADAF)	This certificate is on the Saudi HRDF (Hadaf) Professional Certificates list. Saudi citizens may claim a fixed reimbursement of the certificate cost after passing – up to two certificates per person, under HRDF's current rules.

ACMP CCMP™ – Certified Change Management Professional (Exam Preparation)

DURATION
5 days Corporate

PROGRAM TYPE
Certification Prep

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

Prepares change practitioners for the ACMP Certified Change Management Professional exam, based on the ACMP Standard for Change Management. It covers assessing change impact and readiness, strategy, planning, execution and sustainment.

Who should attend

- Change managers and transformation leads
- HR, OD and project professionals
- Candidates for the ACMP CCMP exam

Learning objectives

- Evaluate change impact and organisational readiness
- Formulate a change management strategy
- Develop integrated change plans
- Execute and adapt the change
- Close and sustain the change

Detailed content

01 Change Management Foundations

- The ACMP Standard and terms
- Roles: sponsors, managers, practitioners
- Individual and organisational change

02 Evaluate Change Impact & Readiness

- Stakeholder and impact analysis
- Readiness assessment
- Risk and resistance

03 Strategy & Planning

- Change strategy
- Communication, sponsorship and training plans
- Integration with project plans

04 Execute & Sustain

- Executing and adapting the plan
- Measuring adoption
- Reinforcement and closure

05 Exam Preparation

- Standard review
- Practice questions and mock exam

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Completion (exam preparation).
CREDENTIAL EXAM	The CCMP™ certification is awarded by ACMP (Association of Change Management Professionals) after passing its exam.
HRDF (HADAF)	This certificate is on the Saudi HRDF (Hadaf) Professional Certificates list. Saudi citizens may claim a fixed reimbursement of the certificate cost after passing – up to two certificates per person, under HRDF's current rules.

GInI Certified Innovation Professional (Preparation)

DURATION
5 days Corporate

PROGRAM TYPE
Certification Prep

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

Prepares participants for the Global Innovation Institute (GInI) innovation professional certification. It covers innovation management, the innovation mindset and practical methods to generate, test and scale new ideas in organisations.

Who should attend

- Innovation, strategy and R&D professionals
- Excellence and transformation teams
- Candidates for GInI innovation certification

Learning objectives

- Explain innovation types and management systems
- Build an innovation strategy and portfolio
- Apply design thinking and lean experimentation
- Develop business models for new ideas
- Prepare for the GInI certification

Detailed content

01 Innovation Fundamentals

- Innovation types and outcomes
- Innovation management systems
- Innovation culture and mindset

02 Innovation Strategy & Portfolio

- Strategic innovation goals
- Portfolio and pipeline management
- Governance and metrics

03 Methods & Tools

- Design thinking
- Lean experimentation and prototyping
- Creativity techniques

04 Business Models & Scaling

- Business model design
- Value propositions
- Scaling and commercialisation

05 Assessment Preparation

- Body of knowledge review
- Case work and practice questions

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Completion (exam preparation).
CREDENTIAL EXAM	The certification is awarded by the Global Innovation Institute (GInI) under its own requirements.
HRDF (HADAF)	This certificate is on the Saudi HRDF (Hadaf) Professional Certificates list. Saudi citizens may claim a fixed reimbursement of the certificate cost after passing – up to two certificates per person, under HRDF's current rules.

SHRM-CP® / SHRM-SCP® (Exam Preparation)

DURATION
5 days Corporate

PROGRAM TYPE
Certification Prep

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

Prepares HR professionals for the SHRM Certified Professional and Senior Certified Professional exams, based on the SHRM Body of Applied Skills and Knowledge (BASK). It combines HR knowledge with the behavioural competencies tested in situational questions.

Who should attend

- HR professionals and business partners
- HR managers and senior HR leaders
- Candidates for SHRM-CP or SHRM-SCP

Learning objectives

- Apply SHRM behavioural competencies
- Master the People, Organization and Workplace domains
- Answer situational judgement questions
- Link HR practice to business strategy
- Prepare for the SHRM-CP or SHRM-SCP exam

Detailed content

01 SHRM BASK Overview

- Competency model and exam structure
- Knowledge and situational items
- Study plan

02 Behavioral Competencies

- Leadership and navigation, ethical practice
- Relationship management, communication, inclusion
- Business acumen, consultation, analytical aptitude

03 People

- HR strategy and talent acquisition
- Employee engagement and retention
- Learning, development and total rewards

04 Organization

- Structure of the HR function
- Organisational effectiveness and development
- Workforce management, employee and labour relations, technology

05 Workplace & Exam Preparation

- Managing a global workforce, risk management
- Corporate social responsibility, employment law
- Practice questions and mock exam

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Completion (exam preparation).
CREDENTIAL EXAM	SHRM-CP® and SHRM-SCP® are awarded by SHRM (Society for Human Resource Management) after passing its exam.
HRDF (HADAF)	This certificate is on the Saudi HRDF (Hadaf) Professional Certificates list. Saudi citizens may claim a fixed reimbursement of the certificate cost after passing – up to two certificates per person, under HRDF's current rules.

HRCI aPHRi™ / PHRi™ (Exam Preparation)

DURATION
5 days Corporate

PROGRAM TYPE
Certification Prep

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

Prepares HR practitioners for the HRCI Associate Professional in Human Resources – International and Professional in Human Resources – International exams. It covers globally applicable HR practice across the employee life cycle.

Who should attend

- HR officers and specialists
- Early-career and mid-level HR professionals
- Candidates for HRCI aPHRi or PHRi

Learning objectives

- Apply core HR operations and policies
- Run recruitment and selection
- Manage compensation and benefits basics
- Support development, retention and employee relations
- Prepare for the HRCI aPHRi or PHRi exam

Detailed content

01 HR Operations
- HR policies and administration
- HR information and metrics
- Legal and ethical practice

02 Talent Acquisition
- Workforce planning
- Recruitment and selection
- Onboarding

03 Compensation & Benefits
- Pay structures
- Benefits programs
- Payroll basics

04 Development, Retention & Employee Relations
- Learning and development
- Performance and retention
- Employee relations, health and safety

05 Exam Preparation
- Exam content outline review
- Practice questions and mock exam

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Completion (exam preparation).
CREDENTIAL EXAM	aPHRi™ and PHRi™ are awarded by HRCI (HR Certification Institute) after passing its exam.
HRDF (HADAF)	This certificate is on the Saudi HRDF (Hadaf) Professional Certificates list. Saudi citizens may claim a fixed reimbursement of the certificate cost after passing – up to two certificates per person, under HRDF's current rules.

ATD CPTD® – Certified Professional in Talent Development (Exam Preparation)

DURATION
5 days Corporate

PROGRAM TYPE
Certification Prep

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

Prepares talent development professionals for the ATD CPTD exam, based on the ATD Capability Model. It covers personal, professional and organisational capabilities – from instructional design and delivery to talent strategy and impact evaluation.

Who should attend

- L&D, training and talent managers
- Instructional designers and senior trainers
- Candidates for the ATD CPTD

Learning objectives

- Build personal capability as a TD professional
- Design and deliver effective learning
- Evaluate learning impact
- Contribute to talent strategy and performance
- Prepare for the ATD CPTD exam

Detailed content

01 Building Personal Capability

- Communication and emotional intelligence
- Collaboration and lifelong learning
- Ethical and inclusive practice

02 Developing Professional Capability

- Learning sciences and instructional design
- Training delivery and facilitation
- Learning technology and knowledge management

03 Coaching, Careers & Evaluation

- Coaching and career development
- Evaluating learning impact
- Data and analytics in TD

04 Impacting Organizational Capability

- Business insight and consulting
- Talent strategy and management
- Performance improvement and change

05 Exam Preparation

- Capability Model review
- Practice questions and mock exam

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Completion (exam preparation).
CREDENTIAL EXAM	The CPTD® certification is awarded by ATD (Association for Talent Development) after passing its exam and requirements.
HRDF (HADAF)	This certificate is on the Saudi HRDF (Hadaf) Professional Certificates list. Saudi citizens may claim a fixed reimbursement of the certificate cost after passing – up to two certificates per person, under HRDF's current rules.

IIA CIA® – Certified Internal Auditor (Exam Preparation)

DURATION
10 days All three parts

PROGRAM TYPE
Certification Prep

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

Prepares internal auditors for the three-part IIA Certified Internal Auditor exam, aligned with the Global Internal Audit Standards. It covers the essentials and practice of internal auditing and the business knowledge internal auditors need.

Who should attend

- Internal auditors and audit managers
- Risk, compliance and control professionals
- Candidates for the IIA CIA exam

Learning objectives

- Apply the Global Internal Audit Standards
- Plan and perform risk-based engagements
- Communicate results and monitor progress
- Understand governance, risk and control
- Prepare for all three CIA exam parts

Detailed content

01 Part 1 – Essentials of Internal Auditing

- Foundations and the Global Internal Audit Standards
- Independence, objectivity and proficiency
- Governance, risk management and control

02 Part 2 – Practice of Internal Auditing

- Managing the internal audit function
- Engagement planning and performance
- Communicating results and monitoring

03 Part 3 – Business Knowledge for Internal Auditing

- Business acumen and organisational behaviour
- Information security and IT
- Financial management

04 Fraud & Data Analytics

- Fraud risks and controls
- Data analytics for auditors
- Sampling and evidence

05 Exam Preparation

- Practice questions by part
- Mock exams and exam strategy

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Completion (exam preparation).
CREDENTIAL EXAM	The CIA® designation is awarded by The IIA (Institute of Internal Auditors) after passing all three parts and meeting its requirements.
HRDF (HADAF)	This certificate is on the Saudi HRDF (Hadaf) Professional Certificates list. Saudi citizens may claim a fixed reimbursement of the certificate cost after passing – up to two certificates per person, under HRDF's current rules.

ACFE CFE® – Certified Fraud Examiner (Exam Preparation)

DURATION
5 days Corporate

PROGRAM TYPE
Certification Prep

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

Prepares audit, compliance and investigation professionals for the ACFE Certified Fraud Examiner exam. It covers financial transactions and fraud schemes, law, investigation, and fraud prevention and deterrence, with case-based practice.

Who should attend

- Internal and external auditors
- Compliance, risk and investigation staff
- Candidates for the ACFE CFE exam

Learning objectives

- Recognise financial transactions and fraud schemes
- Apply legal elements of fraud
- Plan and conduct fraud investigations
- Design fraud prevention and deterrence programs
- Prepare for the ACFE CFE exam

Detailed content

01 Financial Transactions & Fraud Schemes

- Accounting concepts and financial statement fraud
- Asset misappropriation
- Corruption and cyber fraud

02 Law

- Legal elements of fraud
- Evidence and rights of individuals
- Criminal and civil proceedings

03 Investigation

- Planning and conducting investigations
- Interviewing techniques
- Data analysis and reporting

04 Fraud Prevention & Deterrence

- Fraud risk assessment
- Internal controls and ethics programs
- Corporate governance

05 Exam Preparation

- Review by section
- Practice questions and mock exam

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Completion (exam preparation).
CREDENTIAL EXAM	The CFE® credential is awarded by ACFE (Association of Certified Fraud Examiners) after passing its exam and meeting its requirements.
HRDF (HADAF)	This certificate is on the Saudi HRDF (Hadaf) Professional Certificates list. Saudi citizens may claim a fixed reimbursement of the certificate cost after passing – up to two certificates per person, under HRDF's current rules.

ACAMS CAMS – Certified Anti-Money Laundering Specialist (Exam Preparation)

DURATION
5 days Corporate

PROGRAM TYPE
Certification Prep

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

Prepares compliance professionals for the ACAMS CAMS exam. It covers money laundering, terrorist financing and sanctions risks, international standards, AML/CFT compliance programs and investigations – relevant to banks and financial institutions in Saudi Arabia and the region.

Who should attend

- AML and compliance officers
- Bank, insurance and fintech risk staff
- Candidates for the ACAMS CAMS exam

Learning objectives

- Explain ML, TF and sanctions-evasion methods
- Apply international AML/CFT standards
- Build and run an AML/CFT compliance program
- Conduct and support investigations
- Prepare for the ACAMS CAMS exam

Detailed content

01 Risks & Methods

- Money laundering stages and typologies
- Terrorist financing
- Sanctions evasion and emerging risks

02 Compliance Standards

- FATF recommendations
- International and regional frameworks
- Saudi AML/CFT framework overview

03 AML/CFT Compliance Programs

- Risk assessment and KYC/CDD
- Transaction monitoring and reporting
- Training, testing and governance

04 Investigations

- Conducting and supporting investigations
- Suspicious activity reporting
- Cooperation with authorities

05 Exam Preparation

- Practice questions and mock exam
- Exam strategy

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Completion (exam preparation).
CREDENTIAL EXAM	The CAMS certification is awarded by ACAMS (Association of Certified Anti-Money Laundering Specialists) after passing its exam.
HRDF (HADAF)	This certificate is on the Saudi HRDF (Hadaf) Professional Certificates list. Saudi citizens may claim a fixed reimbursement of the certificate cost after passing – up to two certificates per person, under HRDF's current rules.

CIMA Certificate in Business Accounting (Exam Preparation)

DURATION
5 days Corporate

PROGRAM TYPE
Certification Prep

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

Prepares participants for the CIMA Certificate in Business Accounting, the entry level of the CIMA qualification. It covers business economics, management accounting, financial accounting and ethics, governance and business law.

Who should attend

- Accounting and finance staff
- Non-finance professionals moving into finance
- Candidates for CIMA Cert BA

Learning objectives

- Explain business economics fundamentals
- Apply management accounting techniques
- Prepare basic financial statements
- Apply ethics, governance and business law
- Prepare for the CIMA Cert BA exams

Detailed content

01 BA1 – Fundamentals of Business Economics

- Markets and the business environment
- Macroeconomic context
- Business finance basics

02 BA2 – Fundamentals of Management Accounting

- Costing methods
- Budgeting and variance analysis
- Short-term decision-making

03 BA3 – Fundamentals of Financial Accounting

- Accounting principles
- Recording transactions
- Preparing financial statements

04 BA4 – Ethics, Corporate Governance & Business Law

- Professional ethics
- Corporate governance
- Contract and company law basics

05 Exam Preparation

- Practice questions by paper
- Mock exams

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Completion (exam preparation).
CREDENTIAL EXAM	The Certificate in Business Accounting is awarded by CIMA (Chartered Institute of Management Accountants) after passing its exams.
HRDF (HADAF)	This certificate is on the Saudi HRDF (Hadaf) Professional Certificates list. Saudi citizens may claim a fixed reimbursement of the certificate cost after passing – up to two certificates per person, under HRDF's current rules.

SOCPA Fellowship – Exam Preparation Support

DURATION
10 days Corporate

PROGRAM TYPE
Certification Prep

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

Supports candidates preparing for the Saudi Organization for Chartered and Professional Accountants (SOCPA) fellowship exams. It reviews the key technical areas with Saudi context, worked questions and exam technique. HRDF supports the full fellowship only, not single modules.

Who should attend

- Accountants and auditors in Saudi Arabia
- Finance staff seeking the SOCPA fellowship
- Candidates for the SOCPA fellowship exams

Learning objectives

- Review financial accounting and reporting standards
- Apply auditing and assurance standards
- Understand zakat and tax rules
- Apply cost and management accounting
- Prepare for the SOCPA fellowship exams

Detailed content

01 Financial Accounting & Reporting

- IFRS as endorsed in Saudi Arabia
- Financial statement preparation
- Consolidation basics

02 Auditing & Assurance

- Auditing standards
- Audit planning and evidence
- Reporting and ethics

03 Zakat & Tax

- Zakat principles and calculation
- Income tax and VAT overview
- Compliance and filing

04 Cost & Management Accounting; Commercial Law

- Costing and decision-making
- Budgeting and control
- Commercial and companies law overview

05 Exam Preparation

- Practice questions
- Exam technique and time management

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Completion (exam preparation).
CREDENTIAL EXAM	The fellowship is awarded by SOCPA under its own exam and membership requirements.
HRDF (HADAF)	This certificate is on the Saudi HRDF (Hadaf) Professional Certificates list. Saudi citizens may claim a fixed reimbursement of the certificate cost after passing – up to two certificates per person, under HRDF's current rules.

OCEG GRCP™ – GRC Professional (Preparation)

DURATION
3 days Corporate

PROGRAM TYPE
Certification Prep

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

Prepares participants for the OCEG GRC Professional certification. It explains principled performance and the OCEG GRC Capability Model, and how to integrate governance, risk management and compliance across the organisation.

Who should attend

- Governance, risk and compliance staff
- Internal audit and legal teams
- Candidates for the OCEG GRCP

Learning objectives

- Explain principled performance and integrated GRC
- Apply the GRC Capability Model
- Align objectives, risks and controls
- Design compliance and assurance activities
- Prepare for the OCEG GRCP exam

Detailed content

01 GRC Foundations
- Principled performance
- Integrated GRC concepts
- Roles and stakeholders

02 Learn & Align
- Context, culture and objectives
- Risk and requirement identification
- Strategy alignment

03 Perform
- Controls and actions
- Policies, communication and training
- Detection and response

04 Review
- Monitoring and assurance
- Improvement
- GRC technology

05 Exam Preparation
- Capability Model review
- Practice questions

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Completion (exam preparation).
CREDENTIAL EXAM	The GRCP™ certification is awarded by OCEG after passing its exam.
HRDF (HADAF)	This certificate is on the Saudi HRDF (Hadaf) Professional Certificates list. Saudi citizens may claim a fixed reimbursement of the certificate cost after passing – up to two certificates per person, under HRDF's current rules.

Microsoft PL-300 – Power BI Data Analyst (Exam Preparation)

DURATION
5 days Corporate

PROGRAM TYPE
Certification Prep

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

Prepares analysts for Microsoft Exam PL-300 (Microsoft Certified: Power BI Data Analyst Associate). Participants prepare and model data, build reports and dashboards, and manage and secure Power BI content, using hands-on labs.

Who should attend

- Data and business analysts
- Finance, HR and operations reporting staff
- Candidates for Microsoft PL-300

Learning objectives

- Prepare and clean data with Power Query
- Build data models and DAX measures
- Design effective reports and dashboards
- Manage and secure Power BI assets
- Prepare for the PL-300 exam

Detailed content

01 Prepare the Data

- Get data from different sources
- Clean and transform with Power Query
- Profile and load data

02 Model the Data

- Design a data model and relationships
- Create DAX measures and calculations
- Optimise model performance

03 Visualize & Analyze the Data

- Create reports and visuals
- Enhance reports for usability
- Identify patterns and trends

04 Manage & Secure Power BI

- Workspaces and apps
- Row-level security
- Refresh and sharing

05 Exam Preparation

- Skills-measured review
- Practice questions and labs

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Completion (exam preparation).
CREDENTIAL EXAM	The Microsoft Certified: Power BI Data Analyst Associate certification is awarded by Microsoft after passing Exam PL-300.
HRDF (HADAF)	This certificate is on the Saudi HRDF (Hadaf) Professional Certificates list. Saudi citizens may claim a fixed reimbursement of the certificate cost after passing – up to two certificates per person, under HRDF's current rules.

Microsoft Office Specialist: Excel Expert (Exam Preparation)

DURATION
3 days Corporate

PROGRAM TYPE
Certification Prep

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

Prepares advanced Excel users for the Microsoft Office Specialist (MOS) Excel Expert exam, delivered through Certiport. It covers workbook management, advanced data formatting, advanced formulas and macros, and advanced charts and tables.

Who should attend

- Finance, planning and reporting staff
- Analysts and power users of Excel
- Candidates for the MOS Excel Expert exam

Learning objectives

- Manage workbook options and settings
- Apply advanced data formatting and validation
- Build advanced formulas and simple macros
- Create advanced charts and PivotTables
- Prepare for the MOS Excel Expert exam

Detailed content

01 Manage Workbook Options & Settings

- Workbook and template management
- Collaboration and protection
- Language and calculation options

02 Manage & Format Data

- Fill series and data validation
- Advanced conditional formatting
- Custom formats and grouping

03 Advanced Formulas & Macros

- Logical and lookup functions
- Date, financial and statistical functions
- Recording and editing simple macros

04 Advanced Charts & Tables

- Advanced chart types
- PivotTables and PivotCharts
- Slicers and data analysis tools

05 Exam Preparation

- Objective domain review
- Practice tasks and mock exam

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Completion (exam preparation).
CREDENTIAL EXAM	The Microsoft Office Specialist: Excel Expert certification is awarded by Microsoft via Certiport after passing the exam.
HRDF (HADAF)	This certificate is on the Saudi HRDF (Hadaf) Professional Certificates list. Saudi citizens may claim a fixed reimbursement of the certificate cost after passing – up to two certificates per person, under HRDF's current rules.

Tableau Desktop Specialist (Exam Preparation)

DURATION
3 days Corporate

PROGRAM TYPE
Certification Prep

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

Prepares new Tableau users for the Tableau Desktop Specialist exam. Participants connect to and prepare data, explore and analyse it, build visualisations and dashboards, and share insights.

Who should attend

- Analysts and reporting staff
- Managers who build their own dashboards
- Candidates for the Tableau Desktop Specialist exam

Learning objectives

- Connect to and prepare data in Tableau
- Explore and analyse data
- Build charts, maps and dashboards
- Share insights effectively
- Prepare for the Tableau Desktop Specialist exam

Detailed content

01 Connecting to & Preparing Data

- Data sources and connections
- Joins, relationships and unions
- Data types and calculated fields

02 Exploring & Analyzing Data

- Filters, sorting and grouping
- Hierarchies and parameters
- Table calculations

03 Visualizations & Dashboards

- Common chart types and maps
- Dashboard design
- Actions and interactivity

04 Sharing Insights

- Formatting and storytelling
- Publishing and exporting
- Tableau concepts review

05 Exam Preparation

- Practice questions and mock exam

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Completion (exam preparation).
CREDENTIAL EXAM	The Tableau Desktop Specialist certification is awarded by Tableau (Salesforce) after passing the exam.
HRDF (HADAF)	This certificate is on the Saudi HRDF (Hadaf) Professional Certificates list. Saudi citizens may claim a fixed reimbursement of the certificate cost after passing – up to two certificates per person, under HRDF's current rules.

DAMA CDMP® – Data Management Fundamentals (Exam Preparation)

DURATION
3 days Corporate

PROGRAM TYPE
Certification Prep

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

Prepares data professionals for the DAMA Certified Data Management Professional (CDMP) Data Management Fundamentals exam, based on the DAMA-DMBOK. It covers the data management knowledge areas from governance and quality to architecture, modelling and security.

Who should attend

- Data governance and data quality staff
- Data architects, analysts and stewards
- Candidates for the DAMA CDMP

Learning objectives

- Explain the DAMA-DMBOK framework
- Set up data governance and stewardship
- Manage data quality and metadata
- Understand data architecture, modelling and integration
- Prepare for the CDMP Fundamentals exam

Detailed content

01 Data Management & Governance
- DAMA-DMBOK framework
- Data governance and stewardship
- Data ethics

02 Data Quality & Metadata
- Data quality dimensions and management
- Metadata management
- Reference and master data

03 Architecture, Modeling & Integration
- Data architecture
- Data modeling and design
- Data integration and interoperability

04 Storage, Security & Analytics
- Data storage and operations
- Data security
- Data warehousing, BI and big data

05 Exam Preparation
- Knowledge area review
- Practice questions

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Completion (exam preparation).
CREDENTIAL EXAM	The CDMP® certification is awarded by DAMA International after passing its exam(s).
HRDF (HADAF)	This certificate is on the Saudi HRDF (Hadaf) Professional Certificates list. Saudi citizens may claim a fixed reimbursement of the certificate cost after passing – up to two certificates per person, under HRDF's current rules.

CXPA CCXP – Certified Customer Experience Professional (Exam Preparation)

DURATION
4 days Corporate

PROGRAM TYPE
Certification Prep

LANGUAGE
EN / AR

DELIVERY
In-house · Public · Online

Program overview

Prepares CX professionals for the CXPA Certified Customer Experience Professional exam. It covers the six CX competencies – culture, adoption and accountability, strategy, customer insight, experience design and metrics.

Who should attend

- Customer experience managers and analysts
- Service, marketing and quality leaders
- Candidates for the CXPA CCXP exam

Learning objectives

- Build a customer-centric culture
- Develop a CX strategy and governance
- Capture and use voice-of-customer insight
- Design and improve customer journeys
- Measure CX and its return on investment

Detailed content

01 Customer-Centric Culture

- Culture and employee engagement
- Leadership roles
- Recognition and behaviours

02 Organizational Adoption & Accountability

- CX governance
- Roles and accountability
- Change and adoption

03 Customer Experience Strategy

- CX vision and strategy
- Brand and value alignment
- Personas and journey mapping

04 Customer Insight & Experience Design

- Voice of the customer programs
- Research methods and analysis
- Experience design and innovation

05 Metrics, ROI & Exam Preparation

- CX metrics (NPS, CSAT, CES)
- Linking CX to business outcomes
- Practice questions and mock exam

Certificate & assessment

CERTIFICATE	Excellence Center Certificate of Completion (exam preparation).
CREDENTIAL EXAM	The CCXP certification is awarded by CXPA (Customer Experience Professionals Association) after passing its exam.
HRDF (HADAF)	This certificate is on the Saudi HRDF (Hadaf) Professional Certificates list. Saudi citizens may claim a fixed reimbursement of the certificate cost after passing – up to two certificates per person, under HRDF's current rules.

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