Delivering Quality Management Customer Satisfaction Meet ISO 10001 10004

Management and Leadership

Course Overview

Delivering Quality Management Customer Satisfaction Meet ISO 10001 10004: a 5-day professional training course from LTC Consultants, delivered in-classroom...

What You Will Achieve

- Explain the core principles and current good practice in Delivering Quality Management Customer Satisfaction Meet ISO 10001 10004
- Apply practical tools and techniques for Delivering Quality Management Customer Satisfaction Meet ISO 10001 10004 in your own organisation
- Analyse real-world scenarios and select the right approach with confidence
- Avoid the common pitfalls that undermine Delivering Quality Management Customer Satisfaction Meet ISO 10001 10004 in practice
- Build a personal action plan to implement what you have learned

Who Should Attend

Directors, senior managers, heads of department, team leaders and high-potential professionals preparing for greater leadership responsibility.

Course Outline

1. Setting the scene: Delivering Quality Management Customer Satisfaction Meet ISO 10001 10004 in today's organisation
2. Key concepts and the language of Delivering Quality Management Customer Satisfaction Meet ISO 10001 10004
3. Frameworks and good practice that deliver results
4. Hands-on application: workshop exercises and cases
5. Problem-solving clinic: participants' real challenges
6. Integrating Delivering Quality Management Customer Satisfaction Meet ISO 10001 10004 with day-to-day operations
7. Reporting, metrics and demonstrating value
8. Action planning: your first 90 days after the course

Upcoming Dates and Fees

DATES	VENUE	FEE (PER DELEGATE)
2 to 6 Nov 2026	Dar es Salaam	**$1,395**
16 to 20 Nov 2026	Gaborone	**$1,650**

30 Nov to 4 Dec 2026	Kigali	**$1,650**

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Every delegate receives a Certificate of Attendance. Group and in-house rates available on request.