



*Training Course:  
Quality Assured Administration Management*

*2 - 6 December 2024  
Madrid (Spain)  
Pestana CR7 Gran Vía*

## Training Course: Quality Assured Administration Management

Training Course code: MA9320 From: 2 - 6 December 2024 Venue: Madrid (Spain) - Pestana CR7 Gran Vía Training Course Fees: 5250 € Euro

### Introduction

Providing Skills for Improving the effectiveness of the Administration Department is the primary focus of the program.

Increasingly there is a need for the non-production departments to improve the quality of their services to internal users. The last 25 years have seen dramatic changes in the Operational Philosophy, Customer Focus, IT Tools, Standardized Management Methodologies and Knowledge Management. This program provides the participant skills for Applying and Managing the Implementation of these in his organization.

### Course Objectives:

- Relevant Knowhow and Technology Transfer to the Participants.
- Multi-discipline understanding, skills, competencies and step-by-step analytic understanding of the program topics and issues this understanding would otherwise have come from years of rich and diverse work experience.
- Knowledge Framework which will enable the participant to catch and learn from his own past/present/future job-related experience.
- Training that empowers the participant to identify, support and implement improvements in his work area, team, section, department or organization.

### Target Audience:

This program is intended for all relevant Professionals, Consultants, and Managers. Participants attending the program take away a good multi-discipline understanding of the relevant issues. This training program helps the participant become productive quickly and helps build a related Knowledge Framework that will help him identify, understand, classify and remember the relevant on the job learning and experiences.

This program can be used to train relevant Strategy and Improvement Implementation teams.

- QA staff
- Admin staff
- Operational professionals
- Customer service associates
- Individuals looking to enter a career in Quality Assurance
- Executives who want to upgrade their QA skills

### Course Outlines:

- Day 1 New Management Methodologies
  1. Quality Assured Management
  2. User/ Customer Focus

- 3. Process Approach
- 4. Knowledge Management
- Day 2 Administration Work Processes
  - 1. Good Practices
  - 2. Best Practices
- Day 3 IT Tools for Increasing Effectiveness of Administration
- Day 4 Knowledge Management System for Administration
- Day 5 Manpower and Motivation Issues for Administration Section

## Registration form on the Training Course: Quality Assured Administration Management

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Complete & Mail or fax to Global Horizon Training Center (GHTC) at the address given below

### Delegate Information

Full Name (Mr / Ms / Dr / Eng): .....  
 Position: .....  
 Telephone / Mobile: .....  
 Personal E-Mail: .....  
 Official E-Mail: .....

### Company Information

Company Name: .....  
 Address: .....  
 City / Country: .....

### Person Responsible for Training and Development

Full Name (Mr / Ms / Dr / Eng): .....  
 Position: .....  
 Telephone / Mobile: .....  
 Personal E-Mail: .....  
 Official E-Mail: .....

### Payment Method

- Please find enclosed a cheque made payable to Global Horizon
- Please invoice me
- Please invoice my company

### Easy Ways To Register

Telephone:  
+201095004484 to  
provisionally reserve your  
place.

Fax your completed  
registration  
form to: +20233379764

E-mail to us :  
info@gh4t.com  
or training@gh4t.com

Complete & return the  
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3 Oudai street, Aldouki,  
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