Global Horizon
TRAINING CENTER

Training Course:
Quality Assured Administration Management

4 - 8 May 2026
London (UK)

Training Course:
Quality Assured Administration Management

Training Course code: MA9320 From: 4 - 8 May 2026 Venue: London (UK) - Training Course Fees: 5775 Euro

Introduction

In today's results-oriented and quality-driven environment, administrative functions play a critical role in ensuring organizational efficiency, consistency, and service excellence. High-quality administration supports effective decision-making, enhances productivity, and ensures compliance with organizational standards.

This program, developed by Global Horizon Training Center, provides participants with the knowledge and tools required to implement quality assurance principles within administrative functions. It focuses on improving processes, standardizing procedures, and enhancing service delivery to achieve operational excellence.

Participants will learn how to integrate quality management systems into administrative practices, monitor performance, and drive continuous improvement across departments.

Course Objectives

By the end of this program, participants will be able to:

- Understand the principles of quality assurance in administrative management
- Develop and implement standardized administrative procedures
- Improve efficiency and effectiveness of administrative processes
- Apply quality management tools and techniques
- Monitor and evaluate administrative performance
- Ensure compliance with organizational policies and standards
- Enhance communication and coordination across departments
- Drive continuous improvement in administrative functions

Target Audience

This program is designed for:

- Administrative Managers and Supervisors
- Office Managers and Coordinators
- Executive Assistants and Administrative Professionals
- Quality Assurance and Compliance Staff
- HR and Operations Support Staff
- Government and Public Sector Employees
- Professionals responsible for administrative processes and performance

Outline

Day 1: Foundations of Quality in Administration

- Introduction to Quality Assurance Concepts
- Role of Administration in Organizational Performance
- Principles of Quality Management TQM Basics
- Identifying Administrative Processes and Workflows
- Challenges in Administrative Management
- Case Studies on Administrative Quality

Day 2: Process Standardization and Improvement

- Mapping Administrative Processes
- Developing Standard Operating Procedures SOPs
- Identifying Inefficiencies and Bottlenecks
- Process Simplification Techniques
- Applying Continuous Improvement Tools PDCA Cycle
- Documentation and Record Management

Day 3: Performance Measurement and Control

- Establishing Key Performance Indicators KPIs
- Monitoring Administrative Performance
- Data Collection and Analysis
- Quality Audits in Administrative Functions
- Managing Errors and Non-Conformities
- Reporting and Performance Reviews

Day 4: Communication, Coordination, and Service Quality

- Effective Communication in Administrative Roles
- Coordination Across Departments
- Customer Service Excellence in Administration
- Managing Internal and External Stakeholders
- Problem-Solving in Administrative Processes
- Enhancing Service Delivery

Day 5: Continuous Improvement and Sustainability

- Building a Culture of Quality and Excellence
- Change Management in Administrative Processes
- Innovation in Administrative Practices
- Best Practices and Benchmarking
- Developing Action Plans for Quality Improvement
- Case Studies and Practical Applications

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 booking form with cheque to:Global Horizon 3 Oudai street, Aldouki, Giza, Giza Governorate, Egypt.