

STRATEGY · INTERMEDIATE TO EXECUTIVE

Service Delivery Improvement and Client Experience

Course overview

This course supports participants to understand, apply and operationalise service delivery improvement and client experience within institutional, programme or sector contexts. It combines practical instruction, applied examples and implementation-focused learning.

Format In-person / In-house / Blended	Duration 5 Days	Dates October 2026 Provisional	Fee From KES 95,000 Indicative
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Who should attend

Executives, Boards, Senior Managers, Technical Officers.

Level: Intermediate to Executive

Learning outcomes

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

- Understand the core concepts and institutional relevance of service delivery improvement and client experience
- Apply practical tools, methods and decision frameworks
- Develop implementation, reporting and improvement actions

Programme modules

1. Strategic diagnosis
2. Institutional development
3. Operating models
4. Implementation monitoring

Institutional results

- Clearer strategy
- Improved organisational effectiveness
- Better institutional execution

Delivery & practical details

Available as in-person, in-house, blended. Venue and joining instructions are confirmed on registration.

October 2026

PROVISIONAL

Assessment & certification

Where applicable, Sanetti issues attendance records, completion confirmation or other agreed training documentation.

Fees & inclusions

Kenya: From KES 95,000. International: From USD 1,800 / Request Quote.

Fees are indicative. Final fees, inclusions and payment terms are confirmed in writing before registration.

Register

Use the link or scan the QR code to register your interest. Your course is filled in automatically.

[Register online](#)



Scan to register

Terms

Dates, fees, duration and delivery scope are confirmed in writing before registration is finalised.

Contacts

info@sanetticonsulting.co.ke

Nairobi

[+254 745 234 166](tel:+254745234166)

Bruce House, Standard Street, off Mama Ngina Street,
Nairobi, Kenya

Dubai

[+971 52 660 1195](tel:+971526601195)

Ibis Dubai Al Rigga, Business Center, 3rd Floor, Al Rigga
Rd, Deira, Dubai (UAE)