

Course Name

Real-Time Control and Dispatch Operations Excellence

Sector Name

Quality Management & Operational Excellence

Document Type

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Real-Time Control and Dispatch Operations Excellence

Course Introduction

Real-Time Control and Dispatch Operations Excellence is designed to develop the knowledge and practical skills required to monitor operations, coordinate resources, manage dispatch activities, and respond effectively to changing operational conditions. The course focuses on improving real-time decision-making, operational visibility, communication, and service reliability in environments where accurate coordination and timely responses are essential.

Participants will explore the principles of real-time control and dispatch operations, including resource allocation, task prioritization, schedule coordination, operational monitoring, and incident response. The program examines how control teams can maintain situational awareness, manage competing demands, and ensure that operational activities remain aligned with service requirements, safety procedures, and performance targets.

A key component of the course is the effective use of operational data and monitoring systems. Participants will learn how to interpret status updates, track performance indicators, identify delays and bottlenecks, and use available information to support timely decisions. The course also addresses communication protocols, escalation procedures, shift handovers, and coordination between dispatch teams, field personnel, supervisors, and other operational stakeholders.

Through practical exercises, case studies, and realistic scenarios, participants will develop approaches for managing disruptions, responding to unexpected events, reallocating resources, and maintaining operational continuity. They will examine how standardized procedures and clear responsibilities can reduce errors, improve response times, and strengthen accountability.

The program also emphasizes continuous improvement through performance monitoring, incident reviews, root cause identification, and operational reporting. Participants will learn to evaluate dispatch performance, identify recurring challenges, and recommend improvements to workflows and resource utilization.

By the end of the course, participants will be better prepared to manage real-time control and dispatch activities, improve coordination across operational teams, and contribute to safer, more efficient, and more reliable service delivery

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Target Audience

This course is suitable for professionals responsible for real-time monitoring, dispatch coordination, resource allocation, and operational control, including:

- ✓ Control Room Operators and Supervisors
- ✓ Dispatch Officers and Dispatch Coordinators
- ✓ Real-Time Operations Controllers
- ✓ Operations Managers and Team Leaders
- ✓ Fleet and Transportation Coordinators
- ✓ Logistics and Distribution Professionals
- ✓ Field Operations Supervisors
- ✓ Service Delivery and Resource Planning Teams
- ✓ Monitoring and Control Center Personnel
- ✓ Emergency Response and Incident Coordination Teams
- ✓ Utilities and Infrastructure Operations Personnel
- ✓ Industrial Operations and Production Coordinators
- ✓ Shift Supervisors and Duty Managers
- ✓ Professionals responsible for operational performance and service continuity

Real-Time Control and Dispatch Operations Excellence

Learning Objectives

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

- ✓ Explain the principles of real-time control and dispatch operations.
- ✓ Monitor operational activities and maintain situational awareness.
- ✓ Coordinate resources, schedules, and dispatch priorities effectively.
- ✓ Apply structured decision-making techniques in time-sensitive situations.
- ✓ Interpret operational data, status updates, and performance indicators.
- ✓ Identify delays, bottlenecks, and emerging operational risks.
- ✓ Apply communication and escalation protocols during routine and exceptional events.
- ✓ Coordinate effectively with field teams, supervisors, and control room personnel.
- ✓ Manage unexpected disruptions and changing operational demands.
- ✓ Apply shift handover procedures to maintain operational continuity.
- ✓ Use dispatch systems and monitoring tools to support operational decisions.
- ✓ Track key performance indicators related to response time, utilization, and service reliability.

- ✓ Identify the causes of recurring dispatch and coordination problems.
- ✓ Prepare accurate operational reports and incident records.
- ✓ Recommend improvements to dispatch workflows, resource allocation, and operational performance

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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
Nov. 22, 2026	Nov. 26, 2026	5 days	4250.00 \$	KSA , Riyadh

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