

How to Become an Arab Certified Quality Manager (ACQM)



المجمع العربي للإدارة والمعرفة
Arab Knowledge and Management Society (AKMS)



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Arab Knowledge and Management Society (AKMS)



The Arab Knowledge and Management Society (AKMS) is a non-profit organization established on August 29, 1989, in Buffalo-New York, USA, and registered officially in Amman on July 10, 1990 under the name of the "Arab Management Society" working through professional representatives in 18 Arab countries.

Arab managers and businessmen have realized the importance and consequences of their role in serving business communities in their countries; thus, the idea of establishing such a society emerged into existence.

Nevertheless, the name of the organization was amended to Arab knowledge and Management Society (AKMS) in order to emphasize the group's objective towards creating a knowledgeable society that uses modern management and technology to effectively develop the Arab potential.

Vision

To play a pioneering role in organizing, directing, motivating, and developing the capacities of Arab individuals and institutions in order to create an Arab knowledge community.

Mission

Enhancing awareness as well as exchanging expertise and skills in the fields of knowledge and management among individuals and institutions in the Arab world through executing specialized programs and activities to develop their managerial and technical potentials.

Services

- Individuals Membership
- Institutions Membership
- Professional Training
- ISTO Examinations
- Arab Certified Quality Manager (ACQM)
- Publications

Objectives

The Society serves certain objectives as follows:

- Providing members with a continuous flow of information on topics of interest to the Arab world to keep them updated and informed in-depth of the latest in knowledge and management issues.
- Providing high-quality training and education which meet the needs of our clients and their employees.
- Providing professional programs related to management fields which have acknowledged standards of excellence and contributed to the success of the Arab world.

Arab Certified Quality Manager (ACQM)



Get Certified,

Get Promoted

The role of a quality manager is continuously evolving and nowadays requires a more comprehensive understanding of an organization as a system within the larger system of society. At the same time, the range of tools and technologies that quality managers are required to use is also increasing. Thus, AKMS believes that this qualification will be a valuable resource for professionals within the Arab world in order for them to understand how these and other processes for organizational improvement are inter-related.

Program Objectives

The program aims at providing the examiners with the necessary knowledge and skills to conduct effective quality assessments in order to illustrate the essentials of Quality, Quality Assurance (QA) and Quality Control (QC).

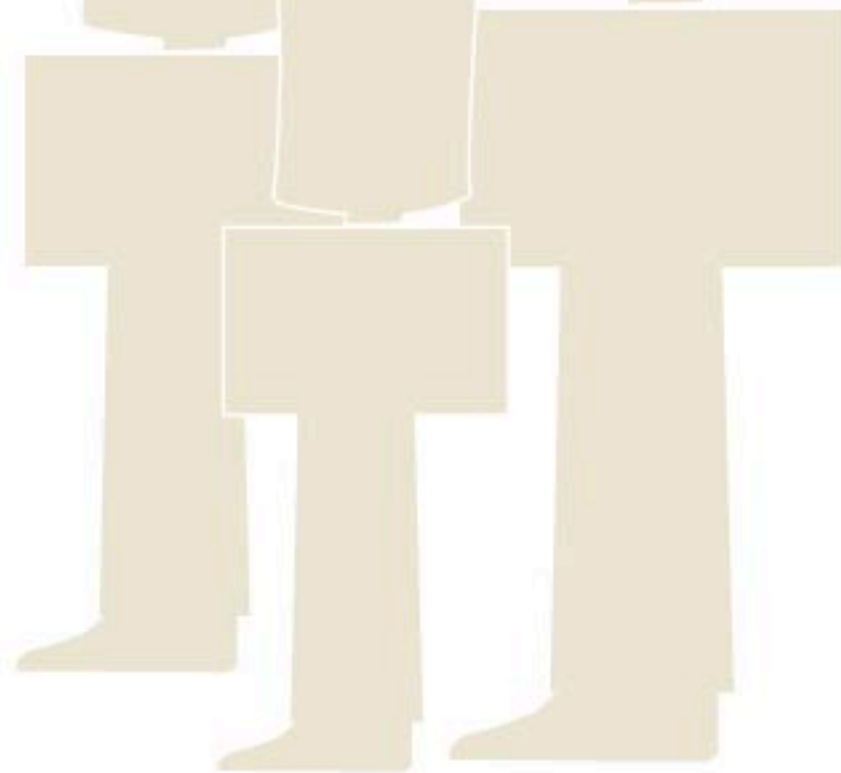
The program also aims at:

- Obtaining the range of necessary skills in order to analyze quality problems and execute strategies to solve them.
- Enhancing participants' skills, knowledge, and understanding in one of the modules raised in ACQM program.
- Encouraging participants to promote quality culture.
- Developing and enhancing researches and applications in the field of quality management principles and practices.

Program Learning Outcomes

On successful completion of the ACQM program, participants will:

- Have gained a critical understanding of key concepts, principles, and practices relevant to each module, in addition to establishing links between them where appropriate.
- Have the ability to evaluate the applicability of general principles, concepts and practices to specific situations based on workplace experience.
- Be able to engage in professional discourse with other quality professionals
- Have gained confidence and competence in their areas of expertise and demonstrate these in the workplace or in group situations.



Program Body of Knowledge

This program includes six mandatory modules in which participants should be engaged in.

The modules are;

- **Module One:** (12 Hours)
Core Concept of Leadership and People Management
- **Module Two:** (12 Hours)
Strategic Planning
- **Module Three:** (12 Hours)
Capacity Building and Training
- **Module Four:** (12 Hours)
Customer Relationship Management
- **Module Five:**
 - A. (16 Hours)
Total Quality Management Tools
 - B. (16 Hours)
Essentials of Management
- **Module Six:** (12 Hours)
Supplier Evaluation and Selection

Training courses will include case studies, group discussions, workshops, mind games and other techniques in order to support the program.

Time Frame

Program modules will be covered within a total of 92 hours and will include tests and training courses aimed at qualifying the candidate to sit for the program exam.

Teaching and Learning Strategy

- Lectures and discussion
- Written text materials and handouts
- Power point presentation
- Role play , assignments and games
- Real life examples: using well-known organizations from several business sectors
- Case studies and group work and discussions
- Brainstorming sessions.
- The trainer's and participants' experiences

Program Structure

Module One: Core Concept of Leadership and People Management

- Organizational Development
- Organizational Culture
- Organizational Leadership
- Techniques for managing organizational change
- Constraint management
- Motivation Theories
- Conflict resolution
- Empowerment
- Teams

Module Two: Strategic Planning

- Strategic Planning Activities
- Environmental Analysis
- Strategic Planning and Assessment
- Deployment

Module Three: Capacity Building and Training

- Training Needs Assessment
- Team Building Basics
- How to handle requests for Training
- Training Requirements Analysis
- Misconceptions about Training
- Training Delivery Methods
- Evaluating Training and Results
- Kirkpatrick's Four Levels of Training Evaluation
- Guidelines to Evaluating the Effectiveness of Training
- Total Quality Management-Training and Human Resources Development

Module Four: Customer Relationship Management

- Internal Customers
- External Customers
- Customer Segmentation
- Customer Relationship Management and Commitment
- Improving Customer Service
- Enhancing Customer Loyalty and Retention
- Managing Customer Portfolio

Module Five: A- Total Quality Management Tools

- Quality Characteristics
- Total quality management (TQM) tools
- Process Management Approaches
- Management and planning tools
- Measurement: Assessment and Metrics
- Reliability and validity
- Qualitative assessment
- Analysis and use of survey results
- Six sigma
- Benchmarking: internal & external

Module Five: B- Essentials of Management.

- The organization: Definition, purpose & open system view
- Principles of Management
- Organizational structure and design
- Recruitment & performance appraisal
- Communication
- Projects
- The Quality system
- Quality Models

Module Six: Supplier Evaluation and selection

- Supplier Selection
- Organization requirements from suppliers
- Supplier performance assessment
- Strategies for Supplier Improvement
- Supplier certification
- Partnerships with Suppliers
- Logistics and supply chain management

Targeted Groups

This program covers the following categories:

- Managers of quality-focused organizations/industries.
- Individuals interested in gaining knowledge in Quality Management.
- Professionals aiming to increase their effectiveness/ productivity.
- Quality Assurance Managers, Quality Managers, Business Improvement Managers, Business Systems Managers, Senior Quality Engineers, Quality Management Specialists/ Consultants.

These categories cover all types of organizations including manufacturing, service and education.

Enrollment Requirements

Individuals wishing to enroll in the ACQM program must hold:

- A university degree in one of the following fields: Management, Economy, Information Technology, Consultancy or any other related field.
- A proof of practical work experience of no less than two years.

ACQM Examination

This examination has two primary goals: giving participants the same opportunity to demonstrate their abilities and preventing them from gaining an unfair advantage. The exam will be held in Arabic or English and will be divided into four sections; multiple choice, essay questions, explanation answers and short answers.

These particular questions cover curriculum content and represent a board range of difficulty; therefore, they provide information about the ability level of the current group of participants and indicate the current exam level of difficulty.

The exam is composed of seven sessions, each of which lasts approximately 45 minutes and represents the exam overall modules. These sessions will be distributed over three days.

Preparing for your Examination

You will be sent the examination requirements, and make sure that you will be provided with the necessary equipment, stationary, and other booklets or information. You are advised to find out the examination centre location in advance.

Attending the Examination

You should arrive to the exam location at least fifteen minutes before the examination is due to begin. You should take a copy of your examination entry letter so you have all the details in hand. Please have a form of identification with you (identity hard copy, driving license), as you might be asked to present one.

Dates and Location

The program for all modules including examination and training courses will be held twice a year. Regarding the program center, it will be held in one of the following locations:

- Premises of Talal Abu-Ghazaleh College of Business (TAGCB): Amman-Jordan
or
- Talal Abu-Ghazaleh Organization offices in the Arab countries.

Grading Scale

A minimum average of 75/100 is required to pass the exam. If a candidate fails to pass one or more of the exam sessions, he or she will receive an analysis of the exam to assist

him/her for future studies and will also have the right to re-sit for the exam.

In the event that a candidate fails to pass the second time, he/she is required to retake both the course and exam, noting that the result of the exam in such case will be capped to the passing grade. The name of the candidate who passes the ACQM exam shall be posted on the Arab Knowledge and Management Society (AKMS) official website.

Exam Registration Procedures

Candidates should complete the registration form including the name, company, phone number, email address, in addition they should provide the following documents:

- Three recent personal photos
- Evidence of academic qualifications
- Evidence of necessary experience
- Evidence of professional memberships (optional)
- Identity card copy, valid passport copy

Candidates who submit the ACQM program application receive confirmation by e-mail, noting that candidates will be notified if their applications are not accepted.

Fees /Payment Methods

- Program fees will be including exam, training courses, certificate, courses material, meals and coffee breaks
- Re-sitting for exam (Both members and non-members): \$150

- Paying the required fees through the following methods:
 - A check drawn to the order of Arab Knowledge and Management Society (AKMS)
 - A bank transfer to the order of Arab Knowledge and Management Society, Jordan National Bank-Shumaisani branch A/C No. 152727-02

Certificate

By passing ACQM exam, participants shall receive a certificate of achievement clarifying they successfully completed training courses and passed the examination along with all the requirements to become an Arab Certified Quality Manager.

Moreover, participant who passes the ACQM examination shall receive a result report with his/her grade and his/her distinguished order if available.

ACQM Polices

Certificate Cancellation Policy

AKMS management is entitled to cancel the ACQM certificate due to the following reasons:

- Wrong registration data presented by the participant.
- Failure to fulfill the continuous improvement requirements.

Withdrawal Policy

The policy points out how the participant could withdraw from this program and how fees paid are treated in such actions.

- One month before the program: Full Refund.
- Two weeks before the program: 50% Refund.
- One week before the program: No Refund.

Appeal Policy

Before results are released, exam grades committee will check that the marks have been correctly recorded and administrative process correctly followed. In spite of this, formal procedures enabling students to appeal against their grades have been established. This could be done by filling the appeal with clear and definite appeal reasons.

* Forms are enclosed

ACQM Advisory Board

**ACQM Administrative
Board**

ACQM Advisory Board

It performs the following duties:

- Supporting the current mission statement
- Engaging in a strategic thinking and planning process
- Determining the program mission and purposes
- Approving and monitoring the program work
- Providing assessments and advice to the Arab Knowledge and Management Society (AKMS) concerning extensions, improvements, effectiveness, strategic direction, and area of growth of the framework of the Arab Certified Quality Manager (ACQM).
- Enhancing the Society's public image

MR. TALAL ABU-GHAZALEH (CHAIRMAN)

Mr. Talal Abu-Ghazaleh is the Chairman and Founder of the Talal Abu-Ghazaleh Organization (TAGorg), the largest Arab global group of professional service firms in the fields of accounting, management consulting, Intellectual Property (IP), technology transfer, training, education, legal services, information technology (IT), recruitment, translation, publication and distribution.

Selected Chairmanships:

- Vice Chairman of the Board of Directors, UN Global Compact, New York, USA (2007).
- Chair, Business Action to Support the Information Society (BASIS), International Chamber of Commerce (ICC), Paris, France (2006).
- Deputy Chair, Evian Group Governing Body, Geneva, Switzerland (2006).
- Chair, Evian Group - Arab Region (2006).
- Vice-Chair, Global Alliance for ICT and Development, New York, USA (2006).
- Board of Trustees, Perspective Europe, Paris, France (2005).
- Chairman, IP Protection on the Internet, International Chamber of Commerce (ICC), Paris, France (2005-present).

Selected Board Memberships:

- Executive Board, International Chamber of Commerce (ICC), Paris, France (2007).
- Board of Directors, Arab Union for Intellectual Property Rights Protection, Cairo, Egypt (2006).

- Board of Directors, UN Global Compact, New York, USA (2006).
- Advisory Board, Evian Group, Geneva, Switzerland (2005-Present).

DR. NIGEL H. CROFT (VICE CHAIR)

Dr. Croft is a graduate of the University of Cambridge, UK, and has a lengthy career in Quality and Environmental Management. He is recognized as one of the leading ISO 9000:2000 experts and has delivered numerous lectures to users as well as certification and accreditation bodies throughout Europe, Asia and the Americas.

Dr. Croft is a Fellow and a Member of Council of the Institute of Quality Assurance, UK, and has been an active member of the ISO/TC176 since 1995.

Some of the positions he has occupied includes:

- Task Group within ISO/TC176/SC2/WG18 where his chief responsibility was to devise introductory and transition plans for the new ISO 9000:2000 standards. Most of the material available on the official ISO website was prepared under the direct supervision of Dr. Croft.
- Official ISO/TC176 to the International Accreditation Forum (IAF).
- Member of the joint International Accreditation Forum (IAF) /TC176/ISO-CASCO group, responsible for formulating transition policies for ISO 9000:2000.
- Founding member of the ISO/TC176/PMG Interpretations Group.
- Co-convenor of the ISO/TC176, ISO/CASCO, IAF ISO 9000 Advisory Group.

PROF. EDWARD J. GRESS (MEMBER)

Dr. Edward Gress is a Senior Advisor to the Talal Abu-Ghazaleh Organization (TAGorg) and the Talal Abu-Ghazaleh College of Business (TAGCB). He holds a Bachelor and Master of Business Administration from the American University of Beirut (AUB), in addition to a Ph.D. from the University of Arizona. Dr. Gress is currently a Professor of Accounting at Canisius College in Buffalo, New York, where he also serves as Chairman of the Department of Accounting and Director of Graduate Accounting Programs. In addition to his wide experience in academic consulting, Dr. Gress has over 30 years of extensive experience in management and financial consulting, having worked as a consultant for several manufacturing and service organizations, and is currently active in conducting professional training courses and seminars in accounting and finance.

MS. SAMAR AL-LABBAD (MEMBER)

Ms. Samar Al-Labbad has more than twenty years of experience in the areas of Strategic Management, Capacity Building, Private-Public Partnerships, and Intellectual Property (IP). She is currently the Vice Chair of the Talal Abu-Ghazaleh Organization (TAGorg). Ms. Al-Labbad is also in charge of Abu-Ghazaleh Intellectual Property (AGIP), an ICANN Accredited Registrar, and is the Chair of the Digital Office Committee (DOC).

Her board memberships include among others, the Evian Group - Arab Region (EGAR), the Arab Society of Certified Accountants (ASCA), the Arab Society for Intellectual Property (ASIP), the Arab Knowledge and Management Society (AKMS), Licensing Executives Society - Arab Countries (LES-AC) and the Arab Center for Mediation and Arbitration (AIPMAS).

DR. NADER SANTARISI (MEMBER)

Dr. Nader Santarisi has been the Director of the Quality Assurance Office, University of Jordan since 2006, and is also an Associate Professor at the Industrial Engineering Department of the University. He holds a Ph.D. in Industrial Engineering from the University of Iowa, USA, and an MSc and Bsc in Industrial Engineering and Mechanical Engineering respectively from the University of Jordan. Throughout his career life, Dr. Santarisi has attained several academic honors and has produced numerous publications, researches and papers in the fields of Total Quality Management, Supply Chain Management and Just-In-Time Manufacturing. Dr. Santarisi has conducted several courses and seminars for both public and private sectors' institutions inside and outside Jordan which focused on ISO 9000, Productivity Planning and Control, Tools and Techniques of Continuous Process Improvements, Product Design, Cost-Effective Purchasing and Supply Strategies. Dr. Santarisi has also conducted many projects related to Total Quality Management, Supply Chain Management, Production Planning and Control inside and outside Jordan.

ENG. OSAMA EL MELIGY (MEMBER)

Eng. Osama El Meligy is a Quality and Environment Management expert and a member of the ISO TC/176 Quality Management/ Quality Assurance and the ISO TC/207 Environmental Management. He is a former Secretary General of the Egyptian Society for Quality (ESQ) and holds a BSc in Aeronautical Engineering in addition to several certificates in Total Quality Management, Environmental Management and Environment Auditing. His experience has included being the convener of ISO/TC 176/ATTG (The Arabic Translation Task Group) and has also

participated in several work groups within the ISO/176.

Eng.El Meligy is IRCA (UK) registered quality auditor and had attended several training courses in Total Quality Management, Strategic Management Japan, Environment Management U.K. (AOQC), and Environment Auditing U.K. (AOQC).

ENG. KHALED ABU-OSBEH (MEMBER)

Eng. Khaled Abu-Osbeh is the Executive Director of the Talal Abu- Ghazaleh Organization, Jeddah Office. He holds a BA in Industrial Engineering, with emphasis on Engineering Management from the University of Jordan and has a lengthy experience in the field of Quality Management Systems, Process Management and Improvement, Productivity Analysis and Improvement, Human Resources Management and Feasibility Studies. Eng. Abu-Osbeh has also presented several training courses and seminars related to Quality Management such as the Introduction to ISO 9000, Internal Quality Auditing, Introduction to Environmental Systems, ISO 14001. He is a member of the ISO/TC 176 committee including its subcommittees (2) and (3), and is a representative of the Arab Knowledge and Management Society (AKMS) as well as a member of the Jordan Engineers Association and the Jordan Society for Quality.

ENG. AHMAD AL-ATTAS (MEMBER)

Eng. Ahmad Al-Attas has been the Head of Quality at the Saudi Geological Survey since 2001. He holds a Master in Mining Engineering from Cairo University. He is a member of the Saudi Arabian Quality Council and the Saudi Management Society. Eng. Al-Attas is a certified Internal Auditor of the BM 2000 ISO 9001:2000 Certificate of Internal Audit Training for Quality in the Saudi Geological Survey. He has been engaged in many studies in the fields of Global Strategies, Strategic Financial Management, Strategies for Growth, ISO 9001:2000 auditing principles and applications, ISO 9001:2000 principles and applications, G.E. 6 Sigma A Customer-Focused Data-Driven Leadership Strategy and Business Process Management.

MS. HANAN AL-HIDMI (MEMBER)

Ms. Hanan Al-Hidmi is the Manager of the Arab Knowledge and Management Society (AKMS). She holds a BA in Marketing from the University of Yarmouk, Jordan. Her main role at AKMS is planning and carrying out direct marketing, training activities, she is also responsible for

maintaining and developing memberships and training services of AKMS to regional individuals and organizations. In addition, her tasks include introducing and managing new programs internally and externally, that comply with agreed business plans. She has an extensive experience in marketing services prior to joining AKMS and is a member of the Chartered Quality Assurance.

DR. FIKRI T. DWEIRI (MEMBER)

Dr. Fikri Dweiri is the Dean of the School of Technological Sciences at the German-Jordanian University, Amman, Jordan. He is also the Assistant Professor at the Industrial Engineering Department at the Jordan University of Science and Technology (JUST) Irbid, Jordan. Besides having taught several graduate and undergraduate courses, Dr. Fikri has conducted many training courses in the fields of design experiments, data analysis, project management, total quality management, production planning and control. He holds a Ph.D. in Industrial and Manufacturing Systems Engineering from the University of Texas in Arlington, Texas, USA. Dr. Fikri supervised numerous graduation projects including two that led to the qualification of a local manufacturer and a private hospital with the ISO 9000 certification. He is a member of the Jordan Society for Quality (JSQ), and the Electrical and Electronics Engineers Inc. (IEEE)

ACQM Administrative Board

This committee performs the process of preparing the exam questions, program material in addition to instructing the training programs. It includes well qualified members with wide experience in the topics of ACQM program.

DR. SAMER EID DAHIYAT

Dr. Samer Dahiyat has been an Assistant Professor at the Faculty of Business Administration, Department of Business Management at the University of Jordan since 2004. He holds a Doctor

of Philosophy, as well as a Master and a Bachelor of Business Administration. Dr. Dahiyat has taught numerous courses at both undergraduate and postgraduate levels, the fields of which have included: human resources management, international business, organization theory and design, and research methods for business. In September 2006, he was appointed the University's Assistant Dean for Student Affairs.

DR. MAMOUN N. AKROUSH

Dr. Mamoun Akroush is an Assistant Professor of Marketing Strategy & Marketing Knowledge at the Faculty of Banking and Financial Sciences, Arab Academy for Banking and Financial Sciences. Apart from having an in-depth and lengthy experience in the fields of services, marketing strategies and marketing knowledge, Mr. Akroush has significant experience in total quality management. Other fields of experience has included consulting, training, researching and supervising several projects in various Jordanian industries in order to assist them in improving their performance and achieve competitive advantages in different markets. Dr. Akroush has experience in teaching, lecturing and supervising students on both graduate and undergraduate levels and in several universities outside Jordan. He holds a Ph.D. in Marketing from the University of Huddersfield, UK, a Master of Business Administration from the University of Jordan, and a Bachelor of Business Administration and Marketing from Amman University, Jordan.

DR. FIKRI T. DWEIRI

Dr. Fikri Dweiri is the Dean of the School of Technological Sciences at the German-Jordanian University, Amman, Jordan. He is also the Assistant Professor at the Industrial Engineering Department at the Jordan University of Science and Technology (JUST) Irbid, Jordan. Besides having taught several graduate and undergraduate courses, Dr. Fikri has conducted many training courses in the fields of design experiments, data analysis, project management, total quality management, production planning and control. He holds a Ph.D. in Industrial and Manufacturing Systems Engineering from the University of Texas in Arlington, Texas, USA. Dr. Fikri supervised numerous graduation projects including two that led to the qualification of a local manufacturer and a private hospital with the ISO 9000 certification. He is a member of the Jordan Society for Quality (JSQ), and the Electrical and Electronics Engineers Inc. (IEEE

Dr. TALAH S. ARABIYAT

Dr. Talah Arabiyat is the Vice Dean of Student Affairs, Deanship of Student Affairs at the Jordan University of Science and Technology (JUST), Irbid, Jordan. Her fields of specialization include monetary, financial, economic and industrial organization as well as international economics. Among the courses she has taught are the principles of microeconomics, environmental economics, advanced marketing research and the US economic system. She holds a Ph.D. in Economics and a Master in Agricultural and Applied Economics from Texas Tech University, Lubbock, Texas. She has participated in the Knowledge Networking Program on Engendering Macroeconomics and International Economics, Department of Economics, University of Utah, Salt Lake City. She is a member in each of the American Economic Association (AEA), Southern Economic Association (SEA) and the Committee on the Status of Women in the Economics Profession (CSWEP).

Dr. AL MOEZ LEDIN ALLAH AL-HUSSEINI

Dr. AlMoez Ledin Allah Al Hussein is a free lancer trainer, advisor and consultant to many organizations, including Talal Abu-Ghazaleh International (TAGI), the Arab Knowledge and Management Society (AKMS) and the Arab Management and Development Company (AMDC). His fields of expertise include the development of organizational structure, resource planning, performance management, human capital management, restructuring and the reengineering of organizations and many more. Moreover, he has 23 publications specialized in human resources, training and development as well as assessment and control development in addition to other valuable publications. Dr. AlMoez holds a D.Sc in Industrial Engineering from Century University in California. He is a professional member of the British Institute of Management, the Swiss Management Institute and the British Standards Institute.

Mr. QAIS AL-KHALAFAT

Mr. Khalafat is the Manager of the Training Programs Department at Talal Abu-Ghazaleh Professional Training (TAGITRAINING), part of the Talal Abu-Ghazaleh Organization (TAGorg). Mr. Khalafat holds a Masters degree in Management Development, from Europe Arab Management School (EAMS) Grenada-Spain, and is currently working on his PhD. in Human Resources (HR) from Columbus University - USA. Mr. Khalafat has an experience of more than 10 years in consulting and training in the field of human resources and has worked for numerous reputable institutions in both the public and private sectors

Mr. AMIN E. AL-NASSER

Mr. Amin Al Nasser is a Management and Industrial Consultant with a wide range of experience in delivering training courses in the fields of Quality Management Systems (ISO 9001:2000) and Quality Auditing. He has also participated in implementing many important projects for each of the private and public sectors in the fields of business process reengineering, quality auditing and ISO 9001:2000. Mr. Al-Nasser holds a B.Sc. in Industrial Engineering, University of Jordan. He is a member of the Jordan Engineer Association (JEA).

ACQM Committees

Appellant Committee

The appellant committee will be reconvened in order to review its decision in the following cases:

- When there is a material error or irregularity
 - When the assessment was not conducted in accordance with current regulations of the Arab Certified Quality Manager (ACQM) Program
 - When the performance was adversely affected by illness or other factors, in this case, a request must be supported by full medical report or other documentary evidence. It is the participant's responsibility to inform the committee in writing (claim form) within five working days of the publication of the exam's result.
- The Committee chair shall acknowledge the receipt of the request for the review of the committee's decision within 10 days of its receipt.
 - The committee shall discuss all applications one by one.
 - The candidate may request that the multiple choice sheet be rescored by hand.

Exam Grades Committee

It performs the process of scoring the ACQM exam questions. The committee members are selected based on their expertise, their knowledge, area of specialization related to ACQM subjects.

Exam Security Committee

This committee is responsible for keeping exam material sealed; thus, no one sees the questions beforehand, and questions must be locked up when not in use.

Monitoring Committee

This committee is in charge of ensuring that the examination is conducted according to the highest level of integrity through:

- Checking the candidates' identification against photo-bearing identity document and other evidential documents.
- Distributing candidates according to named seats.
- Distributing the answers/questions papers in addition to exam guidance sheet.
- Reminding the candidates of the exam time left.
- Collecting answer/questions papers together in sealed envelope, and submitting it to AKMS management.

Applications Acceptance Committee

The responsibility of this committee is to check all applications presented to AKMS management and to verify their conformity with stated enrollment requirements.

Quality Assurance Manager

The Quality Assurance Manager provides a feedback system with an emphasis on assessing achieved results and comparing them to the initial objectives and providing the necessary guidance, assessment, and instructions related to this issue.

Useful Resources

Module One: Core Concept of Leadership and People Management

- Bateman, Thomas S. & Scott A. Snell, Management: The New Competitive Landscape, Irwin/McGraw-Hill, 2003.
- Besterfield, Dale H., Carol Besterfield-Michna, Glen Besterfield, and Mary Besterfield-Sacre, Total Quality Management, Prentice Hall, 2002.
- Ivancevich, Konopaske and Matteson, Organizational Behavior and Management, McGraw-Hill, New York, 2005.
- Juran, Joseph M., Juran on Leadership for Quality: An Executive Handbook, The Free Press, New York, 1989.
- Kouzes J. M. and Posner B. Z., The Leadership Challenge, Jossey-Bass, San Francisco, 1987,
- Schermerhorn, J.R. Core Concepts of Management. John Wiley & Sons, Hoboken, New Jersey, 2004.
- Robbins, Stephen P. and Mary Coulter, Management, Prentice-Hall, 2003.
- Ross, E. Joel, Total Quality Management: Text Cases and Readings, Florida: St. Lucie Press, 1995.
- Russell T. Westcott, The Certified Manager of Quality / Organizational Excellence Handbook, American Society for Quality.
- Woodcock, M., Team Development Manual, Gower, Aldershot, 1989.
- Bennis W., On Becoming a Leader, Perseus, 2003.

Module Two: Strategic Planning

- Strategic Planning for Success: Aligning People, Performance, and Payoffs
- Roger Kaufman, Hugh Oakley-Brown, Ryan Watkins & Doug Leigh. Copyright 2003 by John Wiley & Sons, Inc. Published by Jossey Bass/Pfeiffer, San Francisco, CA.
- Strategic Planning
- Steiner, George Albert, Free Press Paperbacks, A division of Simon & Schuster Inc. , 1230 Avenue of the Americas, New York, NY 10020.
- Beyond Strategic Planning : Developing and Implementing Winning Strategies for Engineers, Architects and Construction Companies
- Clare G Ross, published by Converse Publishing, Cave Creek, printed in USA.
- Strategic Planning and Performance Management: Develop and Measure a Winning Strategy
- Graham Kenny, published by Elsevier 2005.

Module Three: Capacity Building and Training

- The ASTD Training and Development Handbook: A Guide to Human Resource Development by Robert L. Craig (Author) "It is generally agreed that human beings began amassing knowledge at the
- The 7 Habits of Highly Effective People (Paperback) by Stephen R. Covey (Author)

Module Four: Customer Relationship Management

- Anton, Jon and Petouhoff, Natalie L, (2002), "Customer Relationship Management: The Bottom Line to Optimizing Your ROI", First Edition, Prentice Hall, Upper Saddle River.
- Jain, Subhash C, (2005), "Marketing Planning & Strategy", Seventh Edition, South- Western College Publishing-Thomson Learning.
- Kotler, Philip and Keller, Kevin Lane, (2007), "Marketing Management", Twelfth Edition, Prentice Hall.
- Malhotra, Naresh K. (2007), "Marketing Research – An Applied Orientation", International Edition, Fifth Edition, Pearson, Prentice-Hall.
- Okes, Duke and Westcott, Russell T, Editors (2001), "The Certified Quality Manager, Hand Book", Second Edition, Quality Management Division of the American Society for Quality, QM.
- Swartlander, Anne, (2004), "Serving Internal and External Customers", First Edition, Pearson Education, Upper Saddle River.
- Zeithaml, Valerie; Bitner, Mary Jo and Gremler, Dwayne D. (2006), "Services Marketing: Integrating Customer Focus Across the Firm", Fourth Edition, McGraw-Hill International Edition.

Module Five: A. Total Quality Management Tools

- Dale Besterfield, et al., Total Quality Management, 3rd Edition, Prentice-Hall, 2003
- D. C. Montgomery, Introduction to Statistical Quality Control, 4th Edition, John Wiley, 2005
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Forms

REGISTRATION FORM

“Arab Certified Quality Manager (ACQM)” Program

2007 – Amman - Jordan



First Name:		Father Name:		Family Name:	
Date of Birth:		Place of Birth:		Nationality:	
Qualifications:					
Education Level	University/Institute	Years(From/To)	Major	Certificate	
Languages:					
Related Experience:					

Please check the preferred mailing address:			
Business (for Organization)		Home (for individual)	
P O Box:	Postal Code:	P O Box:	Postal Code:
Business Phone Number	Fax Number	Home Number	
with Code	with Code	with Code	
Country:	City:	Country:	City:
Email:		Email:	

Payment Methods

- A check drawn to the order of Arab Knowledge and Management Society, AKMS
- A bank transfer to the order of Arab Knowledge and Management Society, Jordan National Bank- Shumaisani branch A/C No.152727-02

How did you know about AKMS?

- AKMS Website
- AKMS Bulletin
- Emails
- Training Courses
- Word of Mouth
- Other

How do you hope to benefit from joining AKMS?

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- Notes:**
1. Our membership will not be active until the receipt of the participant's fees.
 2. Kindly recommend one or more potential members' names with their contact information.

AKMS Membership Application



Member Data: Please complete the required information below:

First Name:	Father Name:	Family Name:
Date of Birth:	Place of Birth:	Nationality:
Qualifications:		
Position:	Organization:	
Type of Organization:	Place of Work:	
Other Professional Membership:		
Membership Types:		
<input type="checkbox"/> Organizational Membership US \$ 200	<input type="checkbox"/> Individual Membership US \$ 100	

Organization:		Title/ Position:	
Present Address:			
P O Box:	Postal Code:	Telephone:	Mobile:
Country/City:	Fax:	Email:	Website:
Date:		Signature:	
<p>PLEASE CHECK THE PREFERRED METHOD OF PAYMENT:</p> <p><input type="checkbox"/> Bank transfer to AKMS Bank account No. (152727 - 02), Jordan National Bank – Shmeisani Branch</p> <p><input type="checkbox"/> Check drawn to the order of the Arab Knowledge & Management Society - Registrations without complete payment, at least one week before the course will be disregarded</p> <p>Cancellation Policy:</p> <ul style="list-style-type: none"> • One month before the course :Full refund • Two weeks before the course : 50% refund only • One week before the course: No refund. 			

Declaration

By submitting this application and accepting the above- mentioned refund policy, I confirm that the facts set forth are true and complete. I understand that any false statements, made by me on this application, may result in its refusal.

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