



المجمع العربي الدولي لتكنولوجيا الإدارة
The Arab International Society for Management Technology (AIMICT)
Member of TAG-Foundation
عضو في طلال أبوغزاله فاؤنڊيشن

PROFESSIONAL QUALITY MANAGER (PQM)

Program Guide



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ABOUT US

The Arab International Society for Management Technology (AIMICT), a non-profit organization, was founded on 29th August 1989 in Buffalo-New York in the United States of America, and it was registered officially in Amman on 10th July 1990 under the name of “the Arab Management Society.”

The necessity of having such a society stemmed from the realization by managers and businessmen worldwide of the importance and consequences of their role in serving business communities in their countries.

Subsequently, in order to emphasize the group’s objective towards creating a knowledge society that uses modern management and technology and effectively develops the Arab potential, the name of the organization was chosen to be The Arab Knowledge and Management Society (AKMS).

In 2015, the name was changed again to “Arab International Society for Management Technology” in order to keep pace with modern technological developments in different fields and to create knowledge-based management.

The Society provides unique professional services by its representatives in 20 Arab countries and liaison offices around the world. Its programs and plans are developed by a board of trustees chaired by HE Dr. Talal Abu Ghazaleh. The Board includes a number of figures and experts in different fields of management and information technology. It seeks to promote the communication and exchange experience at individual and institutional levels through conferences, workshops and specialized professional programs.

Vision

To be the pioneering institution in motivating and developing the human and institutional capacities towards a technological knowledge society.

Mission

To promote exchange of expertise, know-how and skills in the fields of technological management and knowledge among individuals and organizations worldwide. We achieve this mission by implementing an array of specialized programs and activities based on modern technologies that broaden international horizons for those individuals and institutions towards comprehensive development and progress.

Objectives

- Upgrade, develop and promote recognized high quality research in addition to the development in the field of management and information technology.
- Disseminate the concept of the importance of technical training and development and its effects on the individual and institutional performance.
- Sharpen and develop individuals and companies skills to meet their needs in accordance with the international quality standards.
- Disseminate scientific knowledge in the fields of management and information technology to achieve and support specialized social and economic development.
- Disseminate the rules, principles and ethics of the administrative work in general and of the administrative leaderships in particular.

- Encourage and promote creativity and entrepreneurship of companies and individuals in the field of information technology and management by various means in order to achieve national and global economic growth.
- Adopt, develop, create and sponsor research and study centers and training institutes for the purposes of developing the administrative processes and exchange expertise and skills between individuals and institutions in this field.
- Disseminate the latest scientific developments in the fields of training and technical support through the multiplicity of training programs offered.
- Concentrate on all managerial concepts which highlight the role of the manager in the organization, especially in the Arab world, to optimize this resource and provide administrative solutions aimed at supporting the growth of institutions.
- Shape policy and practice within our chosen areas of expertise.
- Make a significant contribution to the Arab world economies.
- Develop AIMICT through growth and strategic alliances with reputable international institutions.
- Develop the managerial skills for AIMICT members, and state their role in the process of management development.

AIMICT Affiliations

AIMICT is a member in the following organizations:

- Chartered Quality Institute (CQI)
- ISO Technical Committee 176 for International Standards and Specifications (ISO TC 176)
- ICANN At-Large Structure (ICANN)
- The Arab Information Club (ARABCIN)
- Arab Organization for Quality Assurance in Education (AROQA)

MEMBERSHIP BENEFITS

Members of the Arab International Society for Management Technology (individuals and institutions) enjoy the following benefits:

- **Discounts:**
AIMICT provides its members with discounted prices on an array of professional programs, training courses and professional publications.
- **AIMICT Knowledge Center:**
AIMICT knowledge Center offers a massive data- base of learning materials, articles and specialized newsletters.
- **AIMICT Members Area:**
AIMICT member profiles are available to all members through the Membership Area. Our member database helps you create your own profile as well as allow you to meet and interact with other members who share your interests in knowledge and management.
- **Career Center:**
Search new jobs posted by employers looking for professionals like you through Talal Abu-Ghazaleh Recruitment postings.

Professional Quality Manager Program (PQM)

The Professional Quality Manager (PQM) is a professional program providing participants 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).



PQM program is endorsed by the Institute of Leadership and Management (ILM).

Program Objectives

- Help participants acquire a range of skills to analyze and then solve quality-related problems.
- Encourage participants to promote a quality culture.
- Develop and enhance research and applications in the field of quality management principles and practices.
- Support employers' requirements for competence in the field of Quality Management.
- Contribute to the success of individuals by providing a recognized qualification that leads to better prospects and career development.

Language:

English/ Arabic

Registration

A candidate who applies to sit for the PQM examination should fill out the registration form on the AIMICT website.

Registration Deadline

Registration deadline is 30 days prior to the date of the exam.

Examination Dates

- March
- June
- September
- December

Required Qualifications

Candidate should hold a bachelor degree in any field to enroll.

Required Documents

- One recent photo
- Copy of Personal ID
- Copy of academic qualifications
- Copy of necessary experience
- Evidence of professional memberships (optional)

Examination Fee:

400 USD

Exam Postponement Fees:

50 USD

Appeal Fees:

50 USD

Fee Payment

- Through Bank transfer to the below account:
The Arab International Society for Management Technology (AIMICT)
Branch Number 34
Address: Jordan Ahli Bank-Shmissani
Swift Cod JONBJOAX
IBAN: JO42 JONB0340 3400002301014 15272702
Account Number: 152727-02
- Or, Check drawn to the order of the Arab International Society for Management Technology

Examination Center

Candidate should choose one of the following examination centers and mention it in the registration form.

Jordan	UAE	Bahrain
Algeria	KSA	Sudan
Morocco	Kuwait	Iraq
Syria	Tunis	Yemen
Lebanon	Palestine	Oman
Qatar	Egypt	

Examination Confirmation

After you have met all requirements for your registration, AIMICT will provide you with an acceptance letter confirming your enrolment in the PQM examination.

Examination Change

If, after registering for the examination you need to postpone sitting for your examination, be aware that you will be required to pay the postponement fee which is twenty (20) per cent of the total fees. All fees must be settled in full before sitting for the examination.

The deadline for postponing your examination is two weeks prior to the exam date.

Cancellation of the Examination

- One month before the exam :Full refund
- Two weeks before the exam: 50% refund
- One week before the exam: No refund.

Preparation for the Examination

Body of Knowledge

Essentials of Quality Management

- The Organization: Definition, Purpose & Open System View
- Principles of Management
- Organizational Structure and Design
- Recruitment and Performance Appraisal
- Excellence Models
- ISO 9000:2000 Quality Management System Standards

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 and External

Core Concepts of Leadership and People Management

- Organizational Development
- Organizational Culture
- Organizational Leadership
- Techniques for Managing Organizational Change
- Constraint Management
- Motivation Theories
- Conflict Resolution
- Empowerment
- Teams

Strategic Planning in Quality Management

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

Capacity Building for Competence

- 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

Customer-Focus for Business Excellence

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

Supply Chain Management

- Supplier Selection
- Organization Requirements from Suppliers
- Supplier Performance Assessment
- Strategies for Supplier Improvement
- Supplier Certification
- Partnerships with Suppliers
- Logistics and Supply Chain Management
- Supply Chain Integration

Preparation Course for PQM

AIMICT holds a 60-hour training course to assist a candidate to pass the program examination.

Arriving at the Examination Center

You should arrive to the examination center at least 30 minutes before the scheduled time for the examination. This gives you time to sign in, have your identification checked, review the policies and instructions of the examination and be seated at your examination place.

Examination Duration

Examination consists of two separated sessions, each will take an hour and a half.

Examination Sessions

Session One	<ul style="list-style-type: none"> • Essentials of Quality Management • Total Quality Management Tools • Customer Focus for Business Excellence
Session Two	<ul style="list-style-type: none"> • Core Concepts of Leadership and People Management • Capacity Building and Training • Strategic Planning in Quality Management • Supply Chain Management

Examination Description

The exam is held in Arabic or English and is divided into multiple choice, and analytical questions.

Examination Regulations

Candidates are recommended to read all instructions carefully and understand them before attempting to answer any questions. Answer all questions; there are no penalties for wrong answers. Marks are assigned solely on the number of questions answered correctly, so do not leave any questions blank.

- Each examination has two separate answer sheets - one for answers to the multiple-choice question and another for analytical questions. Candidates are responsible for ensuring that they fill in their name on each sheet.
- Candidates are not allowed to bring the following to the examination centre:
 - » Books, compasses, correction fluid, dictionaries, highlighters, notes.
 - » Typewriting equipment, computers, portable listening or recording devices-even with headphones-, photographic equipment.
 - » Cellular phones, MP3 players, or personal digital assistants.
- Scratch paper for rough working is not permitted. Candidates may use the margin of the examination paper, as necessary.
- Visitors are not permitted.
- Candidates may be excused to leave the room by the Chief Examiner during the examination.
- The candidates shall be reminded of the time left before the end of the session.
- Candidates may not take away any materials or written notes after the examination. Misconduct

is strictly prohibited, and will result in dismissal and exam grades will automatically be cancelled. Misconduct includes:

- » Taking food or drink into the test room.
- » Leaving the testing room without permission.
- » Attempting to remove from the testing room any part of the exam or any notes relating to the exam.
- » Copying from another student's paper.
- » Attempting to give or receive assistance, or otherwise communicate, in any form, with another person about the exam during the exam administration.
- » Attempting to take the exam for someone else.
- » Creating a disturbance.

Examination Scores

The minimum pass score for each examination session is 65/100.

Examination Results

Candidate will get his/her examination results a month after the examination date, AIMICT will send the results to the candidate via email.

Results Review and Appeal Procedures

After you receive your examination results, you can submit an application for reviewing your examination papers within five days of announcing the examination results.

AIMICT will get back to you regarding the results of your appeal within two weeks of the appeal submission date.

Retaking Examinations

If the candidate fails in one of the examination sessions, he/she should retake the failed session(s) on the next examination date.

Retake fee: 100 USD per session

Important Note:

You only have three sessions to pass PQM certification, otherwise you must repeat the two sessions of PQM. And you will be subject to a fee of fifty (50) percent of the total fees to retake the PQM examination.

Receiving PQM Certificate

AIMICT will mail PQM certificate to the candidate within one month from the announcement of examination results. When a certificate is damaged or lost, candidates can email AIMICT management in order to get a letter which certifies that you have the PQM qualification.



Contact Information

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