Overview

Quality is a competitive edge. This is the modern quality definition. Old definitions have expired, which means that modern and excellent organizations should look for people who understand and value this definition.

Certified Quality Professional (CQP) is an exclusive program designed by JAQM to empower and enable the participants to understand and value quality as a competitive edge.

CQPs will practically understand that the quality of products, services, and processes is the responsibility of everyone in the organization. So, CQPs will be able to focus on how to continually improve the organization performance through process excellence, leadership, empowerment, and total involvement of people in order not only to meet but to exceed the customer expectations.

Objectives

This program will enable the participants to pass the exam and be certified quality professionals. In addition, it will entitle the participants to:

- Work as a quality professional and drive the business forward.
- Understand the different concepts of quality, quality management (QM), ISO 9001 QMS, and total quality management (TQM).
- Get the required knowledge to improve the organization performance and avoid poor quality either product or process.
- Differentiate between QA and QC and build a quality assurance system.
- Understand the process and how to measure the process capability.
- Identify, analyze, assess, and address business risk at an organization.
- Establish the business objectives and establish an action plan to achieve these objectives.
- Establish the required process documentation.
- Collect and analyze the required data for continuous improvement.
- Understand and use the proper quality tools especially the different types of control charts.
- Be able to set KPIs for the organization.
- Use lean principles to eliminate waste and improve processes.
- Understand how to take the organization from quality to an excellent state.
- Be a leader and drive and motivate the team to achieve the organization's objectives.

Program Outlines

Part One: Quality Management

- Chapter 1: Introduction to Quality
- Chapter 2: Quality Management
- Chapter 3: Risk Management
- Chapter 4: ISO 9001: 2015 QMS
- Chapter 5: Total Quality Management

Part Two: Business Process Management

- Chapter 6: Understanding Business Process
- Chapter 7: Business Process Analysis
- Chapter 8: Measuring Process Characteristics

Part Three: Performance Evaluation

- Chapter 9: Key Performance Indicators (KPIs)
- Chapter 10: Measuring and Monitoring (M&M)

Part Four: Continuous Quality Improvement

- Chapter 11: Creative Thinking
- Chapter 12: Lean Thinking
- Chapter 13: Quality Improvement Tools

Part Five: Management Skills

- Chapter 14: Leadership
- Chapter 15: Change Management

There will be different practical cases, group activities, and workshops for the practical implementation of quality concepts and elements that will be discussed throughout the program duration.

Program Duration

"CQP: Certified Quality Professional" training program will be held for 40 training hours for 13 days over 5 weeks for the public. This program can be customized based on certain needs for in-house training.

Targeted Groups

The CQP training program is designed for the public and private sectors. This program will offer a great benefit for all types of organizations and companies, banks, manufacturing, production, healthcare, and service organizations, top management, engineers, production managers, industrial engineers, quality engineers, quality officers and professionals, QC, and QA departments.

All who seek to be distinguished and different, and want to open new business opportunities, and all organizations that look forward to improving their performance, business productivity, and profitability.

Online Certification Exam

To be a Certified Quality Professional and to achieve the global credential CQP, a participant must pass the exam and score 65% or above. The exam is available for course participants and for other clients who seek a CQP certificate.

The CQP certification exam is an open book and will be conducted ONLINE. The exam consists of 100 multiple choice questions, with 4 choices for each question. You have to select the best answer that fits the question. The exam duration is 210 minutes (three hours and a half).

JAQM ensures that all examinees are treated fairly and without bias. To maintain the integrity of the evaluation process, exam results are reviewed independently by three qualified experts. Accordingly, certification exam results are final and cannot be appealed or reviewed. Additionally, JAQM does not disclose exam answers or detailed result breakdowns.

All participants will get a completion digital e-certificate issued by JAQM and internationally accredited by the International Accreditation Organization (IAO) located in the USA.

In addition, participants who score 65% or more and pass the certification exam will get the "Certified Quality Professional" digital e-certificate issued by JAQM and internationally accredited by IAO. Participants who fail the exam can sit for a new exam at a retake fees of JD110.

Before the Exam

- Choose a quiet area at your home or office where to take the exam.
- Manage your place to avoid loud noises, such as television, radio, family, music, or visitors.
- Do not go to public places, such as coffee shops, restaurants, or libraries.
- Make sure you have all the required training materials and any other reference to be printed in hard copy as you can't access your computer or laptop all the exam duration.
- Make sure that your computer is plugged into a power source for the duration of the exam.
- Make sure that you have stable and continuous Internet connectivity.
- Access the online exam system 15 minutes before the scheduled time.

During the Exam

- You should use a PC or laptop with a webcam and microphone, not using a mobile. Mobiles should be switched off all the exam duration.
- You must place yourself within the webcam view, if you move out of the webcam view, then your exam session will be canceled.
- You have to use a standalone scientific calculator.
- Get ready to remain in the webcam view for the duration of the exam.
- You must share your screen (Desktop) to be viewed by the exam observer.
- Access to the internet is denied.
- Exam activities will be recorded at the JAQM side for evaluation purposes. JAQM will evaluate the exam process and examinee behavior.
- Screen recording by participants using any third-party application is not allowed. Participants who are caught recording the screen will be subject to any legal action, in addition to leaving the exam session.
- No one else can be in the room where you sit for the exam.
- At the end of the exam, you have to move all your answers to an official answers sheet that will be sent to you from JAQM.

Date, Time, Venue

- Date: 27/5 – 25/6/2025 (Su, Tu, & We)
- Time: 6:30 – 9:35 PM Jordan Time.
- Exam date and time: will be agreed upon with the participants.
- Venue: Online live or in-class face-to-face.

Benefits of Being "Certified Quality Professional (CQP)"

For Individuals:

- *Enhanced Skills and Knowledge*: Certification equips individuals with advanced quality management principles, tools, and techniques, strengthening their problem-solving, analytical, and process improvement capabilities.
- *Career Advancement*: Holding a CQP credential distinguishes professionals in the job market, opening new career opportunities in quality management, operations, and leadership roles across various industries.
- *Increased Professional Credibility*: Being certified demonstrates a strong commitment to quality excellence and continuous professional development, boosting confidence among peers, employers, and clients.
- *Global Recognition*: The CQP certification is internationally recognized, enabling certified professionals to pursue job opportunities both locally and internationally.
- *Competitive Advantage*: Certified individuals stand out among other candidates during hiring and promotion decisions, often commanding higher salaries and leadership roles.

For Organizations:

- *Improved Organizational Performance*: Certified Quality Professionals help implement effective quality systems, optimize processes, and drive continuous improvement initiatives that enhance the organization's overall efficiency and effectiveness.
- *Enhanced Customer Satisfaction*: By applying best practices in quality management, CQPs enable organizations to consistently meet or exceed customer expectations, leading to greater customer loyalty and reputation growth.
- *Reduced Operational Costs*: CQPs are trained to identify waste, minimize defects, and streamline processes, contributing directly to cost savings and higher profitability.
- *Stronger Compliance and Risk Management*: Certified employees ensure that organizational processes comply with regulatory and quality standards, reducing risks associated with nonconformities.
- *Support for Strategic Goals*: Having certified professionals aligns quality initiatives with business strategies, helping the organization achieve its vision and maintain a competitive edge in the market.

Training Approach

This training program will be presented on the two training options, online live and interactive or in-class, knowing that the two options are of the same effectiveness and quality. Yet, you can choose the preferred option for you in the registration form.

Program Fees

The usual program fees are JD550, and the certification exam fees are JD160. JAQM offers special discounts for individuals who invest in themselves and for organizations who have at least two participants as follows:

- *Online live and interactive using zoom platform*. The discount for this option is 15% on the program fees, in addition to a free certification exam. Accordingly, the program fees for the online option are only JD467 including the certification exam.

- *In-Class (Face to Face)*. The discount for this option is 40% on the certification exam fees. Accordingly, the fees for the in-class option are JD646 including the certification exam.

- Organizations who have only one participant, the total fees will be JD710 including the certification exam regardless of the training option, online live or in-class face-to-face.

Fees are to include:

- Completion e-certificate issued by JAQM and internationally accredited by the International Accreditation Organization (IAO) located in the USA will be presented to all participants who attend at least 90% of the program time.
- Globally recognized credentials, Certified Quality Professional (CQP) digital e-certificate issued by JAQM and internationally accredited by the International Accreditation Organization (IAO) will be awarded to participants who pass the certification exam.
- Training material in printable pdf format.
- Handouts
- Instructor's notes
- Coffee breaks.

Payment Methods

To make it easy to settle the course fees, JAQM offers different alternatives for the payment of the fees as follows:

- Transfer to JAQM's bank
- Cash deposit in JAQM's bank
- CliQ: Alias name: JAQM
- Western Union transfer
- ZainCash Wallet
- Orange Money Wallet

Please choose in the registration form the method that is best for you so that we can send you the details based on your choice.

Training Material

Once a participant confirms his/her registration, he/she will receive the training material in a printable pdf format. We strongly recommend all participants print the training material and use it during the training sessions to follow up with the instructor and be able to take notes on each topic.

Registration Process

To enroll in this program, please click the following link and fill out all the fields in the registration form:

https://forms.gle/6ktwUZVqY4jJDMV69

Once you submit the application form, you will receive a notice that your application is received and recorded. Registration is confirmed only after fees are settled as per your payment method.

For organizations' delegates, HR or training department can send an email to confirm the registration for their delegates including their names, emails, and mobiles.

For further information or details, please email JAQM at training@jaqm.net, or call +962 6 516 0157, Mobile and WhatsApp: +962 7 7744 1808

JAQM has the right to delay, cancel, or update the course date without any legal or illegal responsibility due to the date change.

Presentation Approach

- English for data show
- English for material and handouts
- English/Arabic for delivery and discussion
- Different practical cases, workshops, and group activities
- Different questions at the end of each part so you will get familiar with the final and real CQP certification exam.
- Mock exam using the online exam system at the end of the training program to simulate the real CQP certification exam.