



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.

CQP will practically understand that the quality of products, services, and processes is the responsibility of everyone in the organization. So, CQP will be able to focus on how to continually improve the quality through 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 quality, quality management, and total quality management.
- 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: Total Quality Management

Part Two: Process Management

- Chapter 5: Basic Statistics
- Chapter 6: Business Process Analysis
- Chapter 7: Measuring Process Characteristics

Part Three: Performance Evaluation

- Chapter 8: Key Performance Indicators (KPIs)
- Chapter 9: Measuring and Monitoring (M&M)

Part Four: Continuous Quality Improvement

- Chapter 10: Creative Thinking
- Chapter 11: Lean Thinking
- Chapter 12: Quality Improvement Tools

Part Five: Management Skills

- Chapter 13: Leadership
- Chapter 14: Team and Teamwork
- Chapter 15: Presentation Skills

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 12 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 contains 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 half). JAQM deals with all examinees equally with no bias, thereby, JAQM doesn't provide answers to the certification exams and doesn't accept applications to review the exam results.

All participants will get a completion 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” e-certificate issued by JAQM and internationally accredited by IAO. Participants who fail the exam can sit for a new exam at 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: 2/6 – 3/7/2024 (Su, Tu, & We)
- Time: 6:00 – 9:20 PM Jordan Time.
- Exam date and time: will be agreed upon with the participants.
- Venue: Online live or in-class face-to-face.



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

Program fees are JD550. Certification exam fees are JD160. JAQM offers special discounts for individuals and for organizations' delegates based on the training approach as follows:

- *Online live and interactive using zoom platform.* The discount for this option is 10% on the program fees, in addition to a free certification exam. Accordingly, the program fees for the online option are only JD495 including the certification exam. The discount for the online option is applicable for the *organization's delegates regardless of the number of participants.*
- *In-Class (Face to Face).* The discount for this option is 50% on the certification exam fees. Accordingly, the fees for the in-class option are JD630 including the certification exam. The discount for the in-class option is applicable for the *organization's delegates regardless of the number of participants.*

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.
- Certified Quality Professional (CQP) e-certificate issued by JAQM and internationally accredited by the International Accreditation Organization (IAO) located in the USA to be presented to participants who pass the certification exam.
- Training material in pdf format for the online option, and in hardcopy for the in-class option.
- Handouts
- Instructor's notes
- Coffee breaks and snacks.



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: JAQMO
- 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 confirmed his/her registration, he/she will receive the training material in a 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 can get familiar with the real CQP certification exam.
- Mock exam at the end of the training program to simulate the real CQP certification exam.

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