



Overview

Quality is a competitive edge. This is the modern quality definition. Old definitions are 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 the quality as a competitive edge.

CQP will practically understand that the quality of product, service, 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 build quality management system 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 the business risk at an organization.
- Establish the business objectives and establish an action plan to achieve these objectives.
- Establish the required process documentations.
- 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 defects and improve the process through eliminating waste.
- Understand how to take the organization from quality to excellent state.



Program Duration

“CQP: Certified Quality Professional” training program will be held on 40 training hours on 10 days over four weeks for the public. This program can be customized based on certain needs for in-house training.

Program Outlines: this program will be presented as follows:

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: Communication Skills
- Chapter 16: Presentation Skills



Targeted Groups

CQP training program is designed for the public and private sectors. In addition, it will be at great benefit for all types of companies, banks, manufacturing, production, healthcare, and service organizations, top management, engineers, production managers, industrial engineers, quality engineers, QC and QA departments.

All who seek to be distinguished and different to open new business opportunity, and/or improve his/her current business productivity and profitability.

Certification Exam

CQP certification exam is paper based and open book type. 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. Exam duration is 200 minutes.

To be 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 CQP certificate. JAQM deals with all examinees equally with no bias, thereby. The exam is scored different times by different specialized persons, so the exam result is conclusive. JAQM doesn't provide answers to the certification exams and doesn't accept requests to review the exam results.

All participants will get a completion certificate issued by the Jordan Academy for Quality Management (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" certificate issued from JAQM and internationally accredited by IAO. Participants who fail the exam can sit for a new exam at fees of USD200 or JD140.

Program Fees

Program fees are USD800 or JD550. JAQM certification exam fees are USD300 or JD210 for organizations' delegates, and free for individuals. Course fees are to include:

- JAQM completion certificate internationally accredited by the International Accreditation Organization (IAO) located in the USA.



- JAQM certification “Certified Quality Professional” certificate internationally accredited by the International Accreditation Organization (IAO) will be presented to participants who pass the exam and score 65% or more.
- Training material in hard copy.
- Handouts in hard copy
- Coffee breaks and snacks.

Payment Methods

To make it easy to settle the program fees, JAQM offers different alternatives for the fee's payment as follow:

- Cash deposit to JAQM's bank
- Transfer to JAQM's bank
- Western Union transfer
- ZainCash Wallet
- Orange Money Wallet

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

Date, Time, Venue

- Date: 29/11 – 30/12/2021 (Monday and Thursday)
- Time: 5:00 – 9:00 PM Jordan Time.
- Exam date and time: will be agreed upon with the participants.
- Venue: City Rose Hotel (4 stars hotel).

Presentation Approach

- English for data show
- English for material and handouts
- English/Arabic for delivery and discussion
- Workshops and group activities
- Different questions at the end of each part so you can get familiar with the real CQP certification exam.



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/GCPSJUD6nZbSybj7>

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

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

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