



Overview

As long as the ISO 9001:2015 standard can be implemented at any organization regardless of its size, business, products or services, so they need more systematic approach to develop their Quality Management System (QMS) in order to demonstrate best business practices, improve its product or service quality, better satisfy the requirements of its customers, and , at the end, improve its overall business performance.

Implementation of QMS will open the door for an organization to seize business opportunities worldwide since having such system embedded in its culture will familiarize the clients with the controls that have been applied and assure that the integrity of the QMS is maintained and focused on customer satisfaction and continuous improvement.

Certified QMS implementer can work as a consultant to establish QMS based on the ISO 9001 standard at different types of organizations, or he/she will help his/her organization to develop and audit its own QMS with no need to any help from a third party.

Objectives

This course will provide the participants with all the essential information, skills, knowledge, and documents needed to understand, design, and implement the QMS based the ISO 9001: 2015 standard. The course contents will be from basic knowledge to more advance and in-depth understanding the requirements and their potential use and benefits.

This course will enable attendees to deeply understand the ISO 9001:2015 standard requirements. In addition, the course will practically and step by step enable the participant to establish, implement, and maintain the QMS.

Furthermore, this course will enable the participant to conduct the internal audit process from planning the audit, opening meeting, execution the audit, writing the required audit documents, and closing the audit.

An organization can use this unique course to invest in its people so as they can develop and implement the QMS and they will cut the cost because it can be done without a consulting firm.



Course Outlines, this course will be full of workshops, exercises, and group activities. The course will be conducted as follows:

Chapter One: Quality Management System

- Introduction to Quality
- Quality Management System (QMS) Overview
- Quality Management Principles
- Process Approach
- Procedures and work instructions
- Risk Based Thinking (RBT)

Chapter Two: Interpretation and Understanding in Details the ISO 9001:2105 requirements

- Scope
- Normative References
- Terms and Definitions
- Context of the Organization
- Leadership
- Planning
- Support
- Operation
- Performance Evaluation
- Improvement

Chapter Three: Practically Developing and Implementing the ISO 9001:2015 QMS

- Scope of the QMS
- Quality Policy
- Context of the Organization
- QMS Processes and their Interaction
- Internal and External Issues
- Interested Parties and their Requirements
- Risks and Opportunities
- Quality Objectives
- Action Plan



Chapter Four: Auditing the ISO 9001 QMS

- Audit Preparation
- Audit Execution
- Audit Reporting

Pre-requisite

- Experience for two years in any business, management, quality management, project management, business development fields, OR
- Masters degree in any business, management, quality management, business development, or engineering fields.
- Good command of English language.

Targeted Groups

- All types of organizations who already have the ISO 9001:2008 and want to move to the latest version ISO 9001:2015
- All types of organizations who plan to get the ISO 9001:2015 certificate.
- Executives and managers responsible for, or involved in, implementing ISO 9001:2015 QMS
- Individuals planning to lead a project of developing, implementing, and improving a QMS based on the ISO 9001:2015 for a certain organization.
- Individuals (academic, consultants, trainers, and professionals) looking to expand their knowledge and skills on ISO 9001:2015.

Course Duration

“Certified Implementer: ISO 9001:2015 QMS” training course will be held on 42 training hours over 14 days for the public. This course can be customized based on certain needs for in-house training.

Training Material

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



Course Fees

Course fees are \$850 or JD550. JAQM offers 10% discount for its members. JAQM certification exam fees are JD150 for organizations' delegates, and free for individuals. Course fees are to include:

- JAQM completion e-certificate internationally accredited by the International Accreditation Organization (IAO) located in the USA.
- JAQM certification "Certified Implementer" e-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 protected pdf format.
- Handouts in pdf format
- The instructor's presentation notes

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
- Cash deposit or transfer to ZainCash 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.

Online Certification Exam

To be Certified Implementer, a participant must pass the online exam and score 65% or above. The exam is available for program participants and for other clients who seek Certified Implement certificate. JAQM deals with all examinees equally with no bias, thereby, JAQM does not provide answers to the certification exams.

All participants will get a completion e-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 pass the certification exam will get the “Certified Implementer” e-certificate issued from JAQM and internationally accredited by IAO. Participants who fail the exam can sit for a new exam at fees of USD250 or JD150.

“Certified Implementer” certification exam is an open book type and will be conducted ONLINE. The exam consists of 3 essay questions, and 100 multiple choice questions. Each question with 4 choices, you must select the best one that fits the question. Exam duration is 270 minutes.

Before the Exam

- Choose a quiet area of your home or office to take the exam.
- Do not go to public places, such as coffeeshops, restaurants, or libraries.
- Manage your place to avoid loud noises, such as television, radio, family, music, or visitors.
- Access the online exam system 15 minutes before to the scheduled time using a PC or laptop not a mobile.
- 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 for the exam duration.

During the Exam

- You should use a PC or laptop with a webcam and microphone.
- Exam activities will be recorded at JAQM side for evaluation purposes. JAQM will evaluate the exam process and examinee behavior.
- You should switch your camera and microphone ON, and you must place yourself within the webcam view, if you move out of the webcam view, then your exam session will be cancelled.
- 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.
- No one else can be in the room where you sit for the exam.

Date, Time, and Venue

- Date: 29/11 – 10/12/2020 (Except Friday and Saturday)
- Time: 6:00 – 10:00 pm Jordan time
- Exam Date: Will be agreed upon with the participants during the course.
- Venue: Online using Zoom platform



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 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/bLeNTS8C81dyS6da6>

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 6 506 1774.

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