



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.

Quality Assurance and quality control (QA/QC) represent a key part of any quality management system. Its role attains more importance with improvement projects. QA/QC is a process that is used to ensure a certain level of quality in a process and in a product or service as well. The basic goal of the QA/QC is to prevent nonconformity from occurring, but if it occurred, we must be able to detect any defects before providing the product or service to customers.

Quality officers will practically understand that the quality of products, services, and processes is the responsibility of everyone in the organization. So, a quality officer will be able to focus on how to continually improve the quality using the quality tools, and 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 be and work as quality officers at a service or production organization. In addition, it will entitle the participants to:

- Understand quality, quality management, QA, and QC.
- Get the required knowledge about the quality management system and avoid poor quality either in product or in process.
- Differentiate between QA and QC and build a quality assurance system.
- Understand the process and how to measure the process capability.
- Collect and analyze the required data for continuous improvement.
- Understand and use the proper quality tools especially the different types of control charts.

Program Duration

“Quality Officer: QA/QC” training program will be held for 21 training hours over 6 days for the public. This program can be customized based on certain needs for in-house training for certain organizations.



Program Outlines: this program will be presented as follows:

Part One: Quality Fundamentals

- Chapter 1: Quality Overview
- Chapter 2: Quality Principles

Part Two: Process Management

- Chapter 3: Business Process Analysis
- Chapter 4: Risk Management
- Chapter 5: Key Performance Indicators (KPIs)

Part Three: Total Quality Management (TQM)

- Chapter 6: QA/QC
- Chapter 7: ISO 9001: 2015 QMS
- Chapter 8: Total Quality Management

Part Four: Statistical Process Control

- Chapter 9: Basic Statistics
- Chapter 10: Control Charts

Program Fees

Program fees are JD350. JAQM will support the individuals who are willing to improve their skills and knowledge with a discount of 15%. Accordingly, the fees will only be JD297 for individuals. Discount is not applicable for organizations' delegates. Program fees are to include:

- JAQM completion e-certificate internationally accredited by the International Accreditation Organization (IAO) located in the USA will be sent to all participants using their emails.
- Training material hard copy and pdf format.
- Handouts
- 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
- 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.

Targeted Groups

The quality officer program is designed for all who look forward to working as quality officers at all types of organizations in the public and private sectors. In addition, it will be a great benefit for 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 different to open new business opportunities, and/or improve their current business productivity and profitability.

Date, Time, Venue

- Date: 26/6 – 2/7/2022
- Time: 6:30 – 10:00 PM
- Location: Amman

Presentation Approach

- English for data show.
- English for training material and handouts.
- English/Arabic for delivery and discussion.
- Different workshops and group activities.
- Throughout the training sessions, there will be related video clips, pictures, case studies, different workshops, and group activities.



Registration Process

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

<https://forms.gle/6t7QuntpdJgABRta8>

Once you submitted 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 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.