



Overview

Quality objectives are defined as something sought or aimed related to quality. They are measurable goals and are consistent with the quality policy.

Quality objectives are the main method used by companies to focus the goals from the quality policy into plans for improvement. The quality policy is created with the customer requirements in mind, then quality objectives are linked back to the customer requirements through the quality policy.

Objectives, this course will enable the participants to understand:

- Quality and its different definitions
- The quality policy
- The quality objectives and how to develop and monitor them
- What KPIs and how to develop them
- How to develop an action plan to achieve the quality objectives.

Course Outlines, this course will be presented as follows:

- Quality Overview
- Quality Policy
- KPIs Overview
- Develop and Measure the KPIs
- Develop and Monitor Quality Objectives
- Action Plan to Achieve Quality Objectives
- There will be different workshops, examples, and group activities.

Targeted Groups

This course is designed for public and private institutes and companies, banks, manufacturing and service organizations, healthcare, students, top management, production managers, engineers, quality engineers, QC and QA departments, and all who seek to improve his/her knowledge and skills regardless the business area or study field.



Course Duration

"Quality Objectives: Establish and Measure Using KPIs" training course will be held on 5 training hours over one training day for the public. This course can be customized based on certain needs for in-house training.

Course Fees

Course fees will be squeezed so as people and students can attend to benefit and improve their knowledge as well, accordingly, the fees will only be **JD50 for employed, JD40 for unemployed, and JD30 for students**. Fees are to include:

- Official completion e-certificate issued by JAQM and internationally accredited by the International Accreditation Organization (IAO) located in USA.
- Training material in a protected pdf format.
- Handouts in pdf format
- Instructor training notes

Payment Methods

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

- Cash deposit or Transfer to IIAB bank
- Cash deposit or Transfer to Jordan Islamic bank
- Cash deposit or Transfer to Safwa Islamic bank
- Western Union transfer
- Transfer or direct deposit in ZainCash Wallet

Please chose 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: Friday, 16/10/2020
- Session 1 time: 3:30 – 6:00 pm Jordan time
Session 2 time: 7:30 – 10:00 pm Jordan time
- Venue: Online using zoom platform



Presentation Approach

- Online using the Zoom platform.
- English for data show.
- English for training material and handouts.
- English/Arabic for delivery and discussion.
- Different workshops and group activities.
- It is recommended to login using a laptop.

Registration Process

To enroll in this course, please fill the registration form at the following link:

<https://forms.gle/gPqmHcACTfnommlD9>

For more details, please contact JAQM at training@jaqm.net or call JAQM at +962 6 506 1774, or mobile +962 79 064 3878.

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.

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