Jordan Academy for Quality Management

CREATING QUALITY CULTURE

Overview

Quality Assurance (QA) is a planned and systematic activities that should be implemented in an organization to provide confidence to all stakeholders, including the customer, that certain requirements will be fulfilled in the product or service that will be delivered to a customer.

QA specialist is responsible for planning, developing, and implementing quality assurance activities, and designing or modification of production or service provision processes. In addition, the QA specialist is responsible for establishing the required documents and records. Furthermore, QA specialists should perform any activities related to the verification and validation of documents, SOPs, processes ,,,, etc.

Objectives

This course "QA Specialist" will improve the knowledge and skills of the participants and will enable them to improve their organizations' performance as well. In addition, this course will entitle the participants to:

- Improve the knowledge and skills required to be a QA specialist.
- Plan, design, and implement the required QA activities.
- Perform verification and validation activities.
- Improve the business processes.
- Conduct risk management and analysis.
- Establish the required documents for QA.
- Establish control charts to be used for QA activities.

Targeted Groups

QA Specialist training course is designed for all who look forward to working in any quality field, or as quality assurance specialists at all types of organizations either public or private, production or service. In addition, this course will be a great benefit for banks, manufacturing, production, healthcare, and service organizations, engineers, quality engineers, QC, and QA departments.

This course is designed for all individuals who seek to be distinguished, and different and want to open new business opportunities. This course will enable an organization to provide confidence for all its stakeholders that all their requirements will be fulfilled.

QUALITY from its Source

Accredited by IAO

Course Outlines

Chapter 1: Quality Management

- Quality Overview
- Quality Principles
- Quality Management
- ISO 9001 QMS

Chapter 2: Business Process

- Understanding the Business Process
- Business Process Elements
- Process Mapping

Chapter 3: Quality Assurance (QA)

- QA/QC and What is the Difference
- QA Activities
- Voice of the Customer (VOC)
- Process Design and Development
- Process Optimization
- Standard Operating Procedures (SOPs)

Chapter 4: Process Improvement Techniques

- Preventive Actions
- Risk Identification and Assessment
- Root Cause Analysis (RCA)
- Corrective Actions
- Lean Six Sigma

Course Duration

The "QA Specialist" training course will be held for 18 training hours over 6 days for the public. This program can be customized for specific organizations based on certain needs to be delivered as in-house training.

Course Fees

The course fees are JD350. As this course is delivered online live and interactive or in-class face-to-face, JAQM offers the following discounts for individuals who invest in themselves and for organizations' who have two participants or more:

- The discount for the online training option is 20% on the course fees. Accordingly, course fees for the online option are only JD280.

- The discount for the in-class training option is 8% on the course fees. Accordingly, course fees for the in-class option are only JD322.

- The discount does not apply to organizations with only one participant. So, the course fee is JD350 for both online and in-class training options.

- Choose in the registration form the training approach you prefer.

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 participants who attend at least 90% of the program time, otherwise, a participant will get an attendance certificate.
- Training material in pdf format.
- Handouts
- Instructor's notes
- Coffee break 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: JAQMQ
- Western Union transfer
- ZainCash Wallet
- Orange Money Wallet

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

Training Material

Once a participant has confirmed his/her registration, he/she will receive the training material in pdf format. We strongly recommend all participants print the material in hardcopy and use it during the training sessions to follow up with the instructor and take notes on each topic or chapter.

Date, Time, Venue

- Date: 20 – 30/10/2024 (Su, Tu & We)
- Time: 6:00 – 9:00 pm Jordan time
- Venue: online or in-class.

Presentation Approach

- English for data show.
- English for training material and handouts.
- English/Arabic for delivery and discussion.
- 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/gHgebp69EVWq64jU7

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.