



## Qatar Quality Plus – 2012 Public Programs Calendar

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## Quality & Productivity Management

Program	Brief Description	Days	Fees per person (USD)
<b>Quality Management System Awareness and Internal Auditor (ISO 9001:2008)</b> January 14 & 16, 2012 February 11 & 13, 2012 March 10 & 12, 2012 (Arabic) April 14 & 16, 2012 May 12 & 14, 2012 June 9 & 11, 2012 July 10 & 12, 2012 (Arabic) September 11 & 13, 2012 October 9 & 11, 2012 November 13 & 15, 2012 (Arabic) December 4 & 6, 2012	To provide training to potential Internal Auditors on ISO 9001 standard, implementation guidance and skills to carry out assessment of Quality Management Systems.	2	\$550
<b>ISO 9001 Lead Auditor (IRCA Approved)</b> January 21-25, 2012 February 19-23, 2012 March 18-22, 2012 April 22-26, 2012 May 20-24, 2012 June 17-21, 2012 July 22-26, 2012 September 23-27, 2012 October 14-18, 2012 November 18-22, 2012 December 16-20, 2012	This IRCA approved course will enable participants to gain a basic knowledge of the requirements of ISO 9001 and to effectively audit a Quality Management System.	5	\$1800



Program	Brief Description	Days	Fees per person (USD)
<b>TQM in Construction Industry</b> <i>April 21-23, 2012</i> <i>June 23-25, 2012</i> <i>October 20-22, 2012</i>	How to use a Total Quality Management approach to ensure effective quality and continual improvement in construction sector.	3	\$960
<b>EFQM Business Excellence Assessor</b> <i>February 26-28, 2012</i> <i>May 22-24, 2012</i> <i>November 18-20, 2012</i>	This program covers concepts on which the European Excellence approach is based, the fundamentals of the EFQM Excellence Model.	3	\$2500
<b>Quality Management System for Oil &amp; Gas Industry (ISO 29001)</b> <i>Feb 29 – March 1, 2012</i> <i>May 26 – 27, 2012</i> <i>November 21-22, 2012</i>	To provide training to potential Internal Auditors on ISO 29001 standard, implementation guidance and skills to carry out assessment of Quality Management Systems for Oil & Gas Industry.	2	\$960



Program	Brief Description	Days	Fees per person (USD)
<b>Six Sigma Yellow Belt Certification</b> <i>March 6 -8, 2012</i> <i>May 8-10, 2012</i>	This program will help you understand the Lean and Six Sigma approach, concepts and tools required for improvement of business processes. This course has been developed to raise awareness of Six Sigma and for personnel who implement Six Sigma within their organizations.	3	\$1500
<b>Six Sigma Green Belt Certification</b> <i>March 10-14, 2012</i> <i>May 12-16, 2012</i>	This program will provide extensive knowledge of Six Sigma and Lean techniques and skills to enable you to apply these in your organization and achieve Green Belt Certification.	5	\$3500



## Occupational Health, Safety & Environment Management

Program	Brief Description	Days	Fees per person (USD)
<b>QHSE / IMS Awareness &amp; Internal Auditor</b>			
<i>January 14-16, 2012</i> <i>February 11-13, 2012</i> <i>March 10-12, 2012</i> <i>(Arabic)</i> <i>April 14- 16, 2012</i> <i>May 12-14, 2012</i> <i>June 9-11, 2012</i> <i>July 10-12, 2012</i> <i>(Arabic)</i> <i>September 11-13, 2012</i> <i>October 9-11, 2012</i> <i>November 13-15, 2012</i> <i>(Arabic)</i> <i>December 4-6, 2012</i>	To provide training to potential Internal Auditors on Quality (ISO 9001), Occupational Health & Safety (OHSAS 18001) and Environment (ISO 14001) standards, implementation guidance and auditing techniques.	3	\$800
<b>OHSAS 18001 Lead Auditor (IRCA Approved)</b>			
<i>February 12-16, 2012</i> <i>April 15-19, 2012</i> <i>June 10-14, 2012</i> <i>October 14-18, 2012</i> <i>November 18-22, 2012</i> <i>December 16-20, 2012</i>	This IRCA approved course will enable participants to gain a basic knowledge of the requirements of OHSAS 18001 and to effectively audit an Occupational Health & Safety Management System.	5	\$1800



Program	Brief Description	Days	Fees per person (USD)
<b>ISO 14001 Lead Auditor (IRCA Approved)</b> <i>February 18-22, 2012</i> <i>April 21-25, 2012</i> <i>June 16-20, 2012</i> <i>November 24-28, 2012</i>	This IRCA approved course will enable participants to gain a basic knowledge of the requirements of ISO 14001 and to effectively audit an Environment Management System.	5	\$1800
<b>OHSAS /EMS Lead Auditor Conversion (IRCA Approved)</b> <i>January 28-30, 2012</i> <i>March 24-26, 2012</i> <i>May 26-28, 2012</i> <i>July 28-30, 2012</i> <i>November 24-26, 2012</i>	This course is for those who have successfully completed an IRCA lead auditor course and seek to extend their expertise in OHSAS 18001 / ISO 14001 standards.	3	\$1500



## HACCP & Food Safety Management

Program	Brief Description	Days	Fees per person (USD)
<b>HACCP Awareness &amp; Implementation</b> <i>January 29-30, 2012</i> <i>February 28-29, 2012</i> <i>March 21-22, 2012</i> <i>April 25- 26, 2012</i> <i>May 23-24, 2012</i> <i>June 20-21, 2012</i> <i>July 25-26, 2012</i> <i>September 26-27, 2012</i> <i>October 17-18, 2012</i> <i>November 21-22, 2012</i> <i>December 12-13, 2012</i>	The two-day HACCP Awareness and Implementation training course covers basic concepts of food safety, food hygiene, HACCP, 12 Steps in setting up a HACCP program. This training will teach course attendees how to follow the steps needed to develop and implement a HACCP program so that they become a safer and effective food service employee.	2	\$850
<b>ISO 22000 Lead Auditor (IRCA Approved)</b> <i>February 19-23, 2012</i> <i>April 22-26, 2012</i> <i>June 17-21, 2012</i> <i>October 14-18, 2012</i> <i>December 16-20, 2012</i>	This IRCA approved course will enable participants to gain a basic knowledge of the requirements of ISO 22000 and to effectively audit a Food Safety Management System.	5	\$2000



**Risk Management & Auditing Techniques**

Program	Brief Description	Days	Fees per person (USD)
<b>Risk Representative – Certification Course</b> <i>February 19-20, 2012</i> <i>March 18-19, 2012</i> <i>May 13-14, 2012</i> <i>July 15-16, 2012</i> <i>October 14-15, 2012</i> <i>December 9-10, 2012</i>	In this course the required fundamentals of risk management along with viable implementation methods are taught and practiced.	2	\$1250
<b>Risk Manager – Certification Course</b> <i>February 21-22, 2012</i> <i>March 20-21, 2012</i> <i>May 15-16, 2012</i> <i>July 17-18, 2012</i> <i>October 16-17, 2012</i> <i>December 11-12, 2012</i>	This course teaches how risk management systems are set up, integrated and further developed. In addition, by means of case studies, the guidelines of ISO 31000 are analyzed and implementation concepts for organisations of different sizes are developed.	2	\$1250
<b>ISO 19011 Auditor/ Lead Auditor Training</b> <i>February 26 – March 1, 2012</i> <i>June 24-28, 2012</i>	This program introduces professionals to the basic techniques of auditing as well as to the international standard ISO 19011.	5	\$2500



## Business Simulation Games

Program	Brief Description	Day(s)
<b>CELEMI Apples &amp; Oranges®</b>	CeleMI Apples & Oranges® brings financial statements to life through its simple, profound model of a company. Participants of all experience levels are able to gain new skills or build on prior experience to read and interpret financial statements, identify critical elements affecting profitability, analyze financial ratios and key performance indicators, and make priorities accordingly.	1
<b>CELEMI Cayenne®</b>	A company has just completed a large project and, in hindsight, it did not deliver as much business value as was originally expected. There were budget and time overruns, and neither the project sponsors nor end users seem too satisfied with the result. Participants are asked to go back in time to see if they can identify the hot buttons and deliver a better result.	1
<b>CELEMI Livon®</b>	Four retailers are in tough competition for the same customers in a growing market. The overriding challenge is to build and retain a profitable customer base. Who will emerge as the market leader?	1



Program	Brief Description	Day(s)
<b>CELEMI Decision Base®</b>	Six capital-intensive companies are competing for customers in a highly competitive, rapidly changing marketplace. Participants take on the role of the management team – comprised of finance, production, marketing and corporate intelligence. Their challenge is to make the right investments at the right time – and to get the required return	3
<b>CELEMI Tango ®</b>	In Celemi Tango™, six knowledge-intensive firms enter into stiff competition as they try to win clients and recruit key personnel in a rapidly changing marketplace. The overriding challenge is to develop both the intangible and tangible assets of the company and to secure the long-term profitability.	3

**Note:** For further details and registration for business simulation games workshops, please contact Rajiv at [rajiv@qatarqualityplus.com](mailto:rajiv@qatarqualityplus.com) or Deepak at [deepak@qatarqualityplus.com](mailto:deepak@qatarqualityplus.com). Call us at +974-55839276 / 66589984.



## Legal Workshops & Seminars

Program	Brief Description	Days	Fees per person (USD)
<b>Labour and Employment Law in Qatar - Current Issues and Future Trends</b> <i>February 23, 2012</i> <i>April 19, 2012 (Arabic)</i> <i>June 14, 2012</i> <i>Sept 13, 2012 (Arabic)</i> <i>November 22, 2012</i>	This program is designed for Senior Managers, HR Managers, Administration Managers, Diplomats, Legal Professionals, Recruitment professionals who want to understand the requirements of the Qatar labour law and its implications to their job function. It is designed for those who want to update themselves on the regulatory issues in Qatar with reference to labour and employment law.	1	\$960



**Contracts & Procurement, Supply Chain Management**

Program	Brief Description	Days	Fees per person (USD)
<b>Practical Approaches to Linking Strategic Goals to Day-to-day Procurement Operations</b> <i>February 23, 2012</i> <i>May 24, 2012</i> <i>September 20, 2012</i> <i>November 22, 2012</i>	This course will benefit Senior Managers and Procurement Department Heads by providing international best practices to link Strategic Goals with day-to-day Procurement Operations, Improving the effectiveness and efficiency of the supply chain and management of procurement risk.	1	\$960
<b>Improve your purchase skills - Current best practices and techniques</b> <i>February 25-26, 2012</i> <i>May 26-27, 2012</i> <i>September 22-23, 2012</i> <i>November 24-25, 2012</i>	This course enables Middle and Junior Executives in Purchase and Contracts Function, Purchase coordinators, etc., to improve their buying skills, effective vendor management and purchase efficiency.	2	\$1700



Program	Brief Description	Days	Fees per person (USD)
<b>Techniques to improve supply chain performance</b> <i>February 27, 2012</i> <i>May 28, 2012</i> <i>September 24, 2012</i> <i>November 26, 2012</i>	This program introduces professionals to practical techniques to analyze and optimize Supply Chain performance; Internal measures; external measures; monitoring systems and processes; Supply Chain Business Continuity.	1	\$960



## Customer Service and Sales Management

Program	Brief Description	Days	Fees per person (USD)
<b>Huthwaite Customer Service</b>			
<i>February 23, 2012</i> <i>May 24, 2012</i> <i>September 20, 2012</i> <i>November 22, 2012</i>	Use Huthwaite's CARE behavioral model to deliver excellent customer service	2	\$1500
<b>Huthwaite SPIN® Selling Skills</b>			
<i>February 25-26, 2012</i> <i>May 26-27, 2012</i> <i>September 22-23, 2012</i> <i>November 24-25, 2012</i>	The objective of this program is to teach the SPIN® skill model to change trainees' behavior so that they perform more effectively in sales and marketing function.	3	\$2000

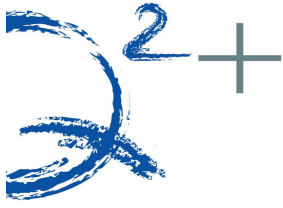


## Administration, Secretarial & Documentation Management

Program	Brief Description	Days	Fees per person (USD)
<b>Effective Documentation and Records Management</b> <i>February 16, 2012</i> <i>April 19, 2012</i> <i>June 23, 2012</i> <i>September 20, 2012</i> <i>November 22, 2012</i>	The course is beneficial to those who are directly involved in document control and records management (includes managing ISO 9001 Quality Management System documentation).	1	\$350
<b>Effective Office Administration Skills</b> <i>February 22-23, 2012</i> <i>April 25-26, 2012</i> <i>June 20-21, 2012</i> <i>September 19-20, 2012</i> <i>November 21-22, 2012</i>	This workshop will benefit Administrative Assistants / Executives, Administrator, Secretaries & other office service staff who serve in administration and support functions.	2	\$850

### Note:

- All training programs will be held in Doha, Qatar.
- For public workshops, the exact training venue, dates and timings shall be communicated two weeks before for the start of the program.
- Programs may be cancelled or rescheduled, if we do not receive minimum number of participants per batch.
- For further details and registration, please contact Rajiv at [rajiv@qatarqualityplus.com](mailto:rajiv@qatarqualityplus.com) or Deepak at [deepak@qatarqualityplus.com](mailto:deepak@qatarqualityplus.com). Call us at +974-55839276 / 66589984.



**ISO Standards / Auditor Training Programs (In-house)**

	<b>PROGRAM</b>
<p><b>Quality Management</b></p>	<ul style="list-style-type: none"> <li>• Awareness Course on ISO 9001:2008 Quality Management System (1Day -English / Arabic)</li> <li>• ISO 9001:2008 Training Course for Internal Quality Auditors (2 Days – English / Arabic)</li> <li>• ISO 9001:2008 Quality Management Systems Lead Auditor Certification Course (IRCA Approved- 5 Days -English)</li> <li>• Total Quality Management in Construction Industry (3 Days- English / Arabic)</li> <li>• ISO 29001 – QMS for Oil &amp; Gas Industry – Awareness &amp; Internal Auditor (2 Days - English)</li> </ul>
<p><b>Environment Management</b></p>	<ul style="list-style-type: none"> <li>• Awareness Course on ISO 14001 ( 1 Day – English / Arabic)</li> <li>• ISO 14001 Training Course for Internal Auditors (2 Days – English/Arabic)</li> <li>• ISO 14001 Environmental Management System Lead Auditor Course (IRCA Approved- 5 Days -English)</li> </ul>
<p><b>Health &amp; Safety Programs</b></p>	<ul style="list-style-type: none"> <li>• NEBOSH International General Certificate (80 hours - English)</li> <li>• OHSAS 18001:2007 Internal Auditor Course ( 2 Days – English/Arabic)</li> <li>• OHSAS 18001:2007 Lead Auditor Course (IRCA Approved- 5 Days -English)</li> <li>• General Safety at Workplace Training (1 Day – English/ Hindi/ Arabic)</li> </ul>
<p><b>Food Safety Management</b></p>	<ul style="list-style-type: none"> <li>• HACCP Awareness and Implementation ( 2 Days – English/Hindi/Arabic)</li> <li>• Awareness Course ISO 22000 FSMS ( 1 Day – English/Hindi/ Arabic)</li> <li>• ISO 22000:2005 FSMS Lead Auditor Course (IRCA Approved- 5 Days -English)</li> <li>• Food Handlers Training Course (1 Day - English/ Arabic/ Hindi)</li> </ul>
<p><b>Risk Management</b></p>	<ul style="list-style-type: none"> <li>• Risk Manager – International Certification Program ( 4 Days – English- Quality Austria Certificate)</li> </ul>



## HR/ Employee Competence Development Programs (In-house)

PROGRAM	LANGUAGE	DURATION
HR from Theory to Practice	English/Arabic	2 Days
Conducting Professional Interviews	English/Arabic	2 days
Managing Your Employees Performance	English/Arabic	2 days
Train the Trainer	English/Arabic	2 days
Creativity	English/Arabic	2 Days
Delegation	English/Arabic	1 Day
Effective Business Writing	English/Arabic	2 days
Effective Time Management	English/Arabic	2 days
Emotional Intelligence	English/Arabic	1 Day
i Communicate	English/Arabic	2 Days
Mind Mapping	English/Arabic	1 Day
Presentation Skills	English/Arabic	2 Days
Report Writing	English/Arabic	2 Days
Finance for Non Finance Professionals	English/Arabic	2 Days
Fundamentals of Marketing	English/Arabic	2 Days
Crisis Management	English/Arabic	2 Days
Huthwaite SPIN® Coaching Skills	English/Arabic	2 Days
Huthwaite SPIN® Selling Skills	English/Arabic	3 Days
Huthwaite Negotiation	English/Arabic	3 Days

Note: The above are in-house programs for a group of employees. For details, email [rajiv@qatarqualityplus.com](mailto:rajiv@qatarqualityplus.com) / [deepak@qatarqualityplus.com](mailto:deepak@qatarqualityplus.com) or call +974-55839276.



## Testimonials

“I commend the trainer for his ability to convey the content of ISO 9001 in a very clear manner, to enhance the effect of explanations by appropriate examples and to maintain a perfect balance between induction and case studies, monolog and dialog, sessions and breaks. Training materials was well prepared and comprehensible. Location and facilities were adequate and the lunch was always tasty and ... spicy.

This seminar gave me the opportunity to:

Explore all facets of ISO 9001 standard and interrelation between its clauses and the 8 management principles

Fine-tune the audit techniques and criteria.

Refresh the importance of this standard for effective and efficient management of processes in an organization which lead to business sustainability”

- Cristian Iacob, QA/QC MANAGER

“It is a very interesting training we all enjoyed. I’ve learn too much things that I know I can utilized as I go through my career. The facilitator is so friendly and very helpful. He is so patient and attentive to all our questions. Never a dull moment. I really learned too much about the training. Looking forward to attend another one. Thanks also for Qatar Quality Plus for making this training happened. And also to all my co-trainees I will cherished and remember them always.”

- Armie Marin, Management Representative

### **Workshop on Qatar Labour Law – Faculty Adv. Nizar Kochery**

“Very useful and beneficial for me. Lot of clarity in the mind after attending this program.”

- Arshad Ali Faizi, Head of the Personnel, Six Construct Qatar Ltd. (WLL)

“A good eye opening to labour law as well as immigration procedures. I have learnt a lot in this workshop.”

- Mohan Thandapani, HR & Administration Manager

“This is a new area for me, and I was exposed to several new ideas today. Hopefully, I will be able to attend more of your lectures.”

- Mr. Arun Asok, Administration Assistant



## ABOUT QATAR QUALITY PLUS

Qatar Quality Plus is a leading Management System Consultancy and Training organization in Qatar. We specialize in providing ISO certification consultancy services to organizations in Qatar and other GCC countries for certification of their Management Systems in Quality Management, Occupational Health & Safety, Risk Management, and Environment Management. We also provide auditor training programs, HR / competency development training programs, and product safety certification & testing services.

Till date Qatar Quality Plus has trained over 1,500 participants thorough its various training programs in Quality, Occupational Health and Safety, Environment, Food Safety and Hygiene, HACCP, Risk Management, Business Continuity Management, Human Resource Management, Competency Development, etc.

## OUR TRAINING PARTNERS

