



**Arab Academy**

For Science, Technology and Maritime Transport  
Productivity and Quality Institute

# PRODUCTIVITY & QUALITY INSTITUTE




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**Arab Academy**  
For Science, Technology and Maritime Transport  
Productivity and Quality Institute

**PRODUCTIVITY  
& QUALITY  
INSTITUTE**



***P & Q***  
**INSTITUTE**





# President of AASTMT

Prof. Dr. Ismail Abdel Ghafar Ismail Farag

“

The Productivity and Quality Institute (PQI) has had a prominent role since its establishment on both the local and regional levels. The PQI staff of faculty members and professionals are highly qualified calibers and honorably representing the Arab Academy for Science, Technology and Maritime Transport.

”



# Dean of PQI

Dr. Mohamed Hassan Abd Rabou



“

As the first Quality Institute in University established in Egypt, PQI is prominent for working with business, industry and government to deliver economic and societal benefits for the local and regional communities we serve.

Over the last 25 years, the PQI has accelerated its work in education, consultation and training, notably through delivering postgraduate studies in quality management and excellence to 3000 student and running consultation and training in a variety of business management fields to more than 2000 companies and organizations. This spreading is very much a reflection of the quality of our work and innovation capabilities, the positive impact from inspiring our people, and our partnership with global organizations.

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# TABLE OF CONTENT

**01** About P&Q

**02** Core Value

**03** Services

**04** Consultation Services

**5** Business Management System

**22** Organizational Sustainability

**29** Performance Improvement

**34** Organization Strategic Planning

**42** Training Services

**43** Local Training

**52** Professional Diploma

**63** International Training

**70** Postgraduate Studies

**76** Master in Quality Management

**84** Doctorate of Quality Management

**85** Postgraduate Diploma

# About PQI

The Productivity and Quality Institute (PQI) an affiliation of the Arab Academy for Science, Technology and Maritime Transport -a specialized organization of the Arab League- was established in 1994 in order to enhance the provision of quality related services to the Academy, Egypt and the Arab World at large. Since 1994 PQI has been one of the leading quality organizations in Egypt and the Arab Region. For more than two decades the institute has provided high quality postgraduate studies for university graduates, as well as advisory and training services to individuals and organizations from all sectors of industry and services.

Seeking excellence is the core of PQI's Ambition; and it faced considerable challenges in the implementation of this ambition, hence, raising the interest of PQI in Investors of People Standards.

## Vision

To become the house of expertise in the field of quality and excellence at the regional level, utilizing methods of creativity and entrepreneurship.

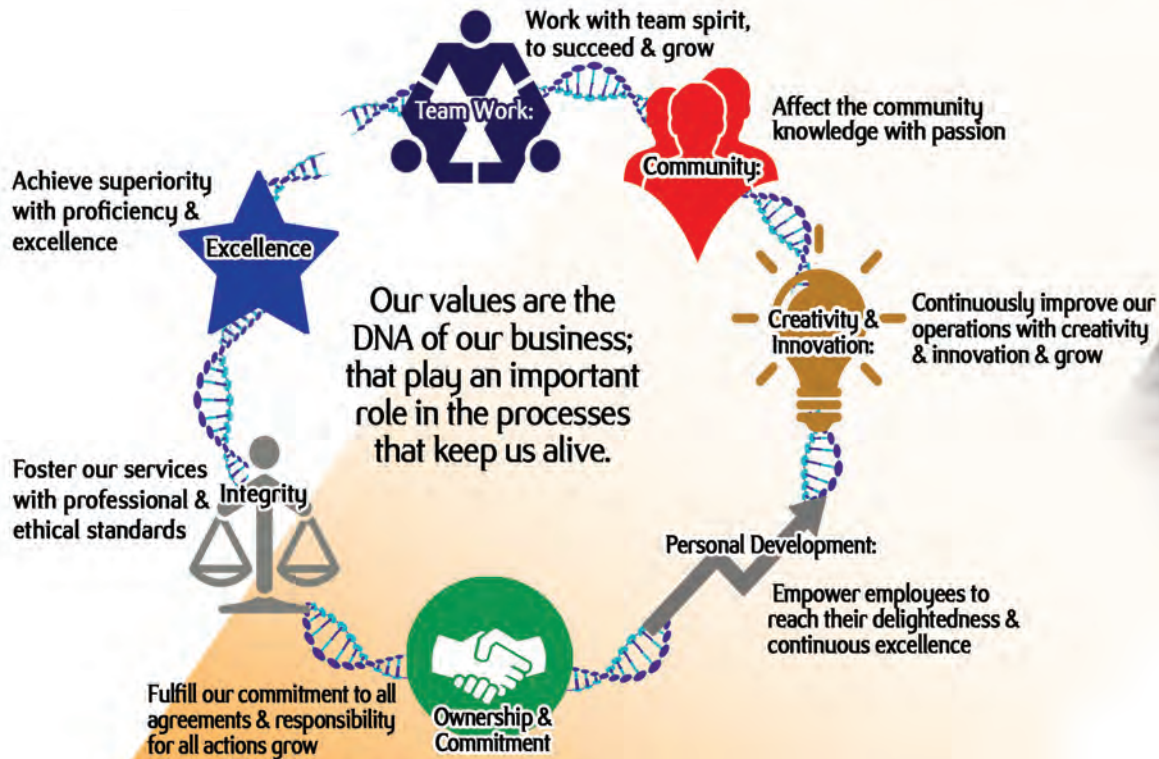
## Mission

Achieving sustainable development for society through training, consultation and educational services of international standards by investing in our qualified people while applying the highest standards of quality and governance





# Core Value







# Business Consultation Services



# Business Management Systems

## Overview

We offer the full range of services to help organizations work better.

Everything from writing gap analysis report at starting stage, passing through other stages such as training people, documentation, auditing, assessing how you're doing and helping you perform even better in future.

## Consultation Fields

We can combine any of our products and services to create a package that's tailored to your business.

This removes the complexity and unnecessary cost of getting you where you want to be – whatever your starting point.





# Quality Management System ISO 9001

QUALITY  
MANAGEMENT

CERTIFICATION

ISO 9001

BUSINESS

STANDARD

SERVICE

QMS is a collection of policies, processes, documented information and records. This collection of documentation defines the set of internal rules that will govern how your company creates and delivers your product or service to your customers. ISO 9001 standard provides a set of guidelines to help make sure that a QMS needs to be successful.

ISO 9001 certification is suitable for organizations in all industry/service sectors and will help your organization to improve management processes to compete locally and/or globally. This standard will provide the foundation to better customer satisfaction, staff motivation, Innovation knowledge management and continual improvement.

*PQI consultants design each system to bring operational improvement and benefits to the customer; it will be effective to improve management and business performance.*

# Occupational Health & Safety Management System - ISO 45001



Health and safety in the workplace are the number one concern of most businesses. ISO 45001 sets the minimum standard of practice to protect employees worldwide. It provides a framework to increase safety, reduce workplace risks and enhance health and well-being at work, enabling an organization to proactively improve its OH&S performance.

It helps organizations, regardless of size or industry, in designing systems to proactively prevent injury and ill health. All of its requirements are designed to be integrated into an organization's management and business processes.

*The primary aims of our team are to prevent work accidents, avoid work-related health risks and make workplaces ergonomic, to minimize risks. This is because it can damage the economic strength and reputation of your business.*

# Energy Management System (EnMS) ISO 50001



EnMS help your organization establish sustainable processes to improve energy performance. Proper implementation can reduce your energy costs, greenhouse gas emissions and other environmental impacts. The ISO 50001 standard establishes an international framework for the supply, use and consumption of energy in industrial, commercial and institutional organizations.

*PQI consultants are able to develop and tailor energy management solutions to suit our clients' needs, from management and operational changes to small and major projects.*

It provides framework to identify and manage the energy saving opportunities within organization and to monitor and improve energy performance and mitigate energy risks.



# Environmental Management System - ISO 14001



EMS is a framework that helps an organization achieves its environmental goals through consistent review, evaluation, and improvement of its environmental performance. ISO 14001 helps the organization identify its environmental aspects, determine its potential environmental impacts, and set up a system to manage these impacts to improve the organization's overall environmental performance.

*Our environmental management consulting experts can help you integrate environmental planning within the framework of your business to reduce costs, effectively compete, attract investments, and strengthen engagement with key stakeholders.*

# Food Safety Management System ISO 22000



FSMS is developed and implemented by food establishment operators to ensure that food handling practices known to contribute to foodborne illness are in control. ISO 22000 provides directions for continuous improvement throughout food supply chain to ensure that FSMS is reviewed and updated. It also ensures sufficient control at all stages of food chain to prevent entry of food safety hazards and improve the internal processes to provide safe food consistently to consumer.

*PQI consultants will set up a proactive FSMS to Dynamic communication on food safety issues with suppliers, customers, regulators and other interested parties.*

# Food Safety System Certification FSSC 22000



FSSC 22000 sets out the requirements for a food safety management system and can be certified to it. It maps out what an organization needs to do to demonstrate its ability to control food safety hazards in order to ensure that food is safe.

*PQI consultancy will develop an FSSC System that will assist your organization to have effective management of food safety hazards and help you producing safe product in accordance with a management system aims to continually manage, monitor, validate and improve the Food safety system.*



# Conformity Assessment or Proficiency Testing ISO 17043



ISO/IEC 17043 specifies general requirements for the competence of providers of proficiency testing schemes and for the development and operation of proficiency testing schemes.

These requirements are intended to be general for all types of proficiency testing schemes, and they can be used as a basis for specific technical requirements for particular fields of application.

*PQI consultancy can help your organization in achieve ISO 17043 accreditation in minimum time and cost by implementation, preparation of ISO 17043 system as our consultants has rich experience of ISO 17043 accreditation and providing ISO 17043 Accreditation consultancy to a number of proficiency test provider.*

# Conformity Assessment Management System ISO 17020



ISO/IEC 17020 specifies requirements for the competence of bodies performing inspection and for the impartiality and consistency of their inspection activities.

This International Standard covers the activities of inspection bodies whose work can include the examination of materials, products, installations, plants, processes, work procedures or services, and the determination of their conformity with requirements and the subsequent reporting of results of these activities to clients and, when required, to authorities.

*PQI consultants helps organizations to Give guidelines and better control for maintenance of tools, preservation of examination records etc. and Savings in terms of time and money due to decrease or removal of the require for re-inspection/ re-work etc.*



# Information Security Management System – ISO 27001

ISMS a suite of activities concerning the management of information risks (called 'information security risks' in the standard). The ISMS is an overarching management framework through which the organization identifies, analyzes and addresses its information risks. ISMS is a systematic approach consisting of processes, technology and people that helps you protect and manage all your organization's information through effective risk management. An ISMS typically addresses employee behavior and processes as well as data and technology.

ISO 27001 is the international standard which is recognized globally for managing risks to the security of information you hold. Certification to ISO 27001 allows you to prove to your clients and other stakeholders that you are managing the security of your information

*PQI consultants helps organizations to ensures that the security arrangements are fine-tuned to keep pace with changes to the security threats, vulnerabilities and business impacts.*



# Testing & Calibration Laboratories Management System ISO 17025



ISO 17025 is the main standard used by testing and calibration laboratories. Accreditation can help move your labs toward global recognition, consistent operations, and a competitive advantage. It covers testing and calibration quality systems using standard methods and laboratory-developed or modified methods.

***PQI consultants evaluate the laboratory's ability to produce precise, accurate test and calibration data. Facilities are regularly reassessed to ensure technical expertise is maintained.***

Standard helps laboratories to provide reliable data and technically valid results to their customers, so as to be deemed competent. It also helps to promote continual improvement of data quality and laboratory effectiveness.

It provides framework to manage laboratory process to ensure that test results are conforming to the standard method and provide confidence to the customers about test results.

# Business Continuity Management System ISO 22301

# BUSINESS CONTINUITY

Business continuity management (BCM) is a framework for identifying an organization's risk of exposure to internal and external threats. The goal of BCM is to provide the organization with the ability to effectively respond to threats such as natural disasters, Political turmoil, and Demonstrations, Protests or data breaches and protect the business interests of the organization.

*PQIs consultants work with clients to develop a deeper understanding of their business vulnerabilities and exposures and cooperate with clients to develop business continuity plans with respect to relevant scenarios, and order to protect key revenue streams and preserve reputation.*

ISO 22301 specifies the requirements for a management system to protect against, reduce the likelihood of, and ensure your business recovers from disruptive incidents. Also, the ISO 22301 standard has been designed to assist companies in the implementation of BCMS that is appropriate to its needs and meets its stakeholders' requirements.



# Risk Management System ISO 31000



ISO 31000 is an international standard that provides guidelines on managing any type of risk in any business activity. The standard provides guidelines on principles, risk management framework, and application of the risk management process.

ISO 31000 considers the risk management process as an integral part of overall management and decision-making. It can also be applied on projects, products, and processes.

*PQI consultancy will help you in understanding organization context, enterprise risk mapping, prioritizing risk, risk assessment, risk management; the consultancy team will handhold the organization in the journey of establishing risk management process as described within the ISO 31000.*



# Medical Device Quality Management system ISO 13485



ISO 13485 is the best internationally-accepted model for medical devices as it specifies requirements for a quality management system where an organization needs to demonstrate its ability to provide medical devices and related services that consistently meet customer and applicable regulatory requirements.

ISO 13485 certification is suitable for your organization in which you can promote your business and products as an objective, accredited, and globally-recognized evidence of your organization's commitment to quality systems and maintaining patient safety.

*PQI consultants are able to develop and tailor energy management solutions to suit our clients' needs, from management and operational changes to small and major projects.*

# Asset Management ISO 55000



ISO 55000 describes the principles of asset management. ISO 55000:2014 can be applied to all types of assets and by all types and sizes of organizations.

An asset management system is a set of interrelated and interacting elements of an organization, whose function is to establish the asset management policy and asset management objectives, and the processes needed to achieve those objectives.

*PQI consultancy can help you understand the gaps between where you are, and where you want to be with your asset management system- quickly and easily. Our consultants will help you in reviewing processes, procedures and asset performance enables informed management decisions that balance cost, risk, opportunity and performance to improve organizational efficiency and effectiveness in relation to assets and their management.*



# Educational Organizations Management system ISO 21001



ISO 21001 specifies requirements for a management system for educational organizations (EOMS). All requirements of ISO 21001 are generic and intended to be applicable to any organization that uses a curriculum to support the development of competence through teaching, learning or research, regardless of the type, size or method of delivery.

ISO 21001 can be applied to educational organizations within larger organizations whose core business is not education, such as professional training departments.

*PQI consultancy will set up an EOMS to enhance the reputation of your educational institution by assisting you with achieving the required level of ISO 21001 documentation compliance and demonstrate commitment to education management practices.*



# Anti Bribery Management System ISO 37001



ISO 37001 - Anti-Bribery Management System helps organizations prevent, detect, and address bribery towards better ethical business culture. ISO 37001 sets out in a manner as to how an anti-bribery management system can function.

*PQI consultancy can provide your organization effective anti-bribery management system implementation. Our consultants will help you to implement a variety of related measures to prevent, detect and terminate any bribery.*

# Organizational Sustainability

## Overview

Over the years we have developed expertise and shared best practice in the areas of environmental management, energy management, and many other sustainability areas of interest. PQI consultation department addressing the economic, social and environmental challenges is high for organizations to promote best practice, sustainability and organizational resilience.

## Consultation Fields

We can help you achieve your organization sustainability plans from the beginning of your sustainability journey to achieve the organization objectives and progress onto the next step by introducing several consultation programs

# Social Responsibility ISO 26001



As the world moves towards an age of radical transparency, organizations and stakeholders become increasingly aware of the need for socially and environmentally responsible behavior. ISO 26000 is thus the international standard developed to help organizations effectively assess and address those social responsibilities that are relevant and significant to their mission and vision; operations and processes; customers, employees, communities, and other stakeholders; and environmental impact. It provides a framework for organizations to manage social responsibilities initiatives.

*Our consultants can develop a sustainability strategy that addresses social, environmental and economic issues that are integral to your core business strategy and will achieve a positive material impact.*



# Investors in People (IIP)



investments

The Investors in People (IIP) standard is a practical framework that any business can use to help ensure its people management, planning and communication processes are working together to achieve its goals and targets to help raise the productivity of businesses in the organizations.

The IIP standard has a clear focus on high performing organizations and reflecting on the latest workplace and leadership development.

*PQI consultancy will help you improving productivity of your employees through up skilling and investment in your team as well as making a desirable employer and achieve high performance through good people management.*

*Our Consultants will enable your organization to benchmark against the best in the business on an international scale by helping you in defining what it takes to lead, support and manage people effectively to achieve sustainable results.*

# Excellence Model EFQM



ROAD TO EXCELLENCE

The European Foundation for Quality Management Excellence Model (EFQM) Excellence Model is a business excellence framework designed to help organizations become more competitive. This model provides a practical and systematic approach to improve an organization's success as it highlights concrete elements within a company that are strengths to reinforce and areas for improvement to address to improve performance. Excellent Organisations achieve and sustain outstanding levels of performance that meet or exceed the expectations of all their stakeholders

EFQM is one of the leading Excellence Model, being followed by top governments, enterprises, corporates and other organisations across the world to attain the highest international standards in performance

*PQI consultants has collaborated with clients to develop and implement customized critical organizational and behavior change solutions in support of global company transformational initiatives. Our consultancy is centered on helping organizations use performance excellence models to better understand the issues keeping them from achieving high performance outcomes. and to identify the company's strengths to reinforce and build upon.*

# Health and Social Care



The standard is to set out what we can expect when we use health and social services. This includes a diverse range of services from child minding and daycare for children in their early years, housing support and care at home for adults, to hospitals, clinics and care homes. The standard will provide a framework for registration and inspection of individually registered care and health services.

They seek to provide better outcomes for everyone; to ensure that individuals are treated with respect and dignity, and that the basic human rights we are all entitled to be upheld.

***PQI consultancy will help your organization make health, social care and social work services better for everyone so that every person is treated with respect and dignity, and their human which everyone is entitled to be upheld.***



# Organizational Governance & Resilience



It is the ability of an organization to anticipate, prepare for, respond and adapt to incremental change and sudden disruptions in order to survive and prosper. An organizational resilience approach will encourage you to look beyond risk management towards a more holistic view of your business health and success.

*Our consultants will assist you in building the principles of resilience into your business. A resilient organization should not only survive over the long term, but should also flourish – passing the test of time.*

# Disaster Risk Reduction



RISK

It is the application of disaster risk reduction (DRR) policies and strategies to prevent new disaster risk, reduce existing disaster risk and manage residual risk, contributing to the strengthening of resilience and reduction of disaster losses.

DRR is a part of sustainable development, DRR includes disaster preparedness and response activities, it is about much more than managing disasters.

*Our consultants will help you set out the goals and specific objectives for reducing disaster risks together with related actions to accomplish these objectives. PQI Consultancy will help you in having an integrating DRR policy and disaster risks management (DRM) practice so as to having sustainable development goals.*

# Performance Improvement

## Overview

Today's markets are unforgiving. Customers demand more and more. Competitors push every perceived advantage. We equip you with the tools and expertise to outperform the competition, grow your earnings and win consistently.

## Consultation Fields

Our team of consultants has a depth of technical manufacturing and services expertise and a proven track record of leading and implementing successful transformations. We can help in using variety of tools to diagnose areas of waste, variability, and inefficiency in the operating system and then redesign, and implement the management structure that improves the operation level and ensures accountability and sustainability.



# Lean Manufacturing



Lean manufacturing is a production process based on an ideology of maximizing productivity while simultaneously minimizing waste within a manufacturing operation. The lean principle sees waste is anything that doesn't add value that the customers are willing to pay for.

*PQI consultancy will help your organization to identify areas of waste, repurpose them towards efficient production, and point to value reduction processes*

*Our consultants will provide assistance to your organization to track all lean projects, reprioritizing as needed as you continually monitor progress.*

# Lean Six Sigma



Six Sigma is the careful, analytical thought process of solving problems using data. It is perceived as a breakthrough methodology. Lean is a business improvement methodology to achieve fastest rate of improvement in cost, quality, customer satisfaction and process speed by reducing organization wastes. Lean Six Sigma is a fusion of lean and six sigma which focuses on reducing defects, waste, overproduction, waiting time, motion, transportation, inventory and processing waste.

Lean Six Sigma methodology focuses on not only reduce Organization wastes but also mitigate process variations that may lead to defected products and services.

*Our consultancy team helps organizations implement Lean Six Sigma methodology effectively, and to obtain breakthrough improvement. We also provide practical consulting services on projects including project selection and project success.*

# 5S Applications

A decorative header featuring a large, stylized '5S' in the center. To the left, there are red icons representing a bar chart, a trash can, and a checkmark. To the right, there are more red icons including a person at a computer, a group of people, and a person with a magnifying glass. The background is a dark blue gradient with a white geometric pattern.

# 5S

Whether you're using the 5S strategy for your production process or you're ready to rethink workplace organization for a more visual workplace, the 5S methodology can help.

5S is defined as a methodology that results in a workplace that is clean, uncluttered, safe, and well organized to help reduce waste and optimize productivity. It's designed to help build a quality work environment, both physically and mentally.

*PQI consultancy will help you in developing a plan that makes your workplace efficient and free from waste. Our consultants will assist you to achieve the improvement of your organization in many ways such as Better usage of the working area, Work environment improvement, Reduction in accidents and Reduction in pollution.*



# TPM Applications

A close-up photograph of a hand holding a piece of light-colored paper. The letters 'TPM!' are written in large, orange, hand-drawn characters on the paper. The background is a solid purple color.

Total productive maintenance (TPM) is a system of maintaining and improving the integrity of production and quality systems. TPM will help you to establish a corporate climate that will maximize production system effectiveness and will result in Profitable organization.

*PQI consultancy will learn your organization how to identify production losses due to low Overall Equipment Effectiveness (OEE) and establish appropriate action plans. Our consultants will help you in improving corporate culture through the improvement of personnel and equipment systems resulting in zero-loss manufacturing processes.*

# Organizational Strategic Planning

## Overview

Strategic planning involves long-term thinking for organizations, determining the primary goals for the business over the next year or so. Looks at an entire organization and its progress toward a goal. PQI consultants can help you with this planning process offering strategic planning services for small and large businesses, organizations and government entities alike.

## Consultation Fields

We have experience team working with high profile to address important issues facing the roll out of new initiatives and programs. Examines how regulations, standards and best practice will facilitate transformation.



# Feasibility Study



The feasibility study provides entrepreneurs and investors with sufficient opportunity to look at the results, whether these results are negative or positive. It also gives indications on the obstacles expected to occur in the project and to think about the idea and the feasibility of implementation.

*PQI consultancy will help you in analyzing your projects or ideas in order to assess what the likely outcomes will be, or to test alternative options.*



# Human Resource Strategies

Human Resource Management (HRM) is that part of management process which develops and manages the human element of the enterprise considering their resourcefulness in terms of total knowledge, skills, creative abilities, talents, aptitudes and potentialities for effectively contributing to the organizational objectives.

*PQI consultancy will help you to ensure that an organization's human capital serves the best interests of the company. Our consultants will help you in creating and developing a human resources model specific to your organization to ensure that your organization is effectively using its personnel to achieve its stated goals, while also ensuring the workforce is operating at a high level of productivity and efficiency.*

# Supply Chain Strategies



Supply Chain Management is the handling of the flow of goods and services from the raw manufacturing of the product through to the consumption by the consumer. This process requires an organization to have a network of suppliers to move the product through each stage.

Effective Supply Chain Management improves the financial position of an organization by delivering value linked to the organizations corporate strategy

*PQI consultancy will develop a comprehensive assessment of your supply chain, assimilates your business priorities, and then develops robust supply chain strategies capable of rapidly adapting to changing business needs. Our consultants are supported by a rich knowledge base of supply chain best-practice methodologies.*

# Operation Management Strategies



It is the area of management that is concerned with (re) designing and monitoring the process of production and various other business operations and services. It also refers to the administration of business practices to create the highest level of efficiency within an organization.

*PQI consultancy will help your organization in devising operational and business strategies to solve operational, supply chain, and efficiency problems within different your different processes.*



# Supply Project Management



Project management is the application of knowledge, skills, tools, and techniques applied to project activities in order to meet the project requirements. Project management is a process that includes planning, putting the project plan into action, and measuring progress and performance.

*PQI consultancy will provide your entity with an integrative view of project management and help you in making your projects contribute to the strategic goals of the organization. Our consultants will help you in comprehend and apply a project plan's components such as managing risk, scheduling resources, managing progress, and controlling projects.*

# A strategic Roadmap to Business Success



Having a business plan is your road map to success. A good business plan is the heart and soul of any successful business. It can help you secure finance, priorities your efforts and evaluate opportunities.

*Our consultants will help you keep your business on track and reach your goals. It provides step-by-step instructions for writing a comprehensive business plan that is efficient, and geared for your success. PQI consultancy will learn your organization how to build an operational plan, develop effective marketing strategies, secure your finances, and avoid common pitfalls and much more.*

# Identification of Key Gaps



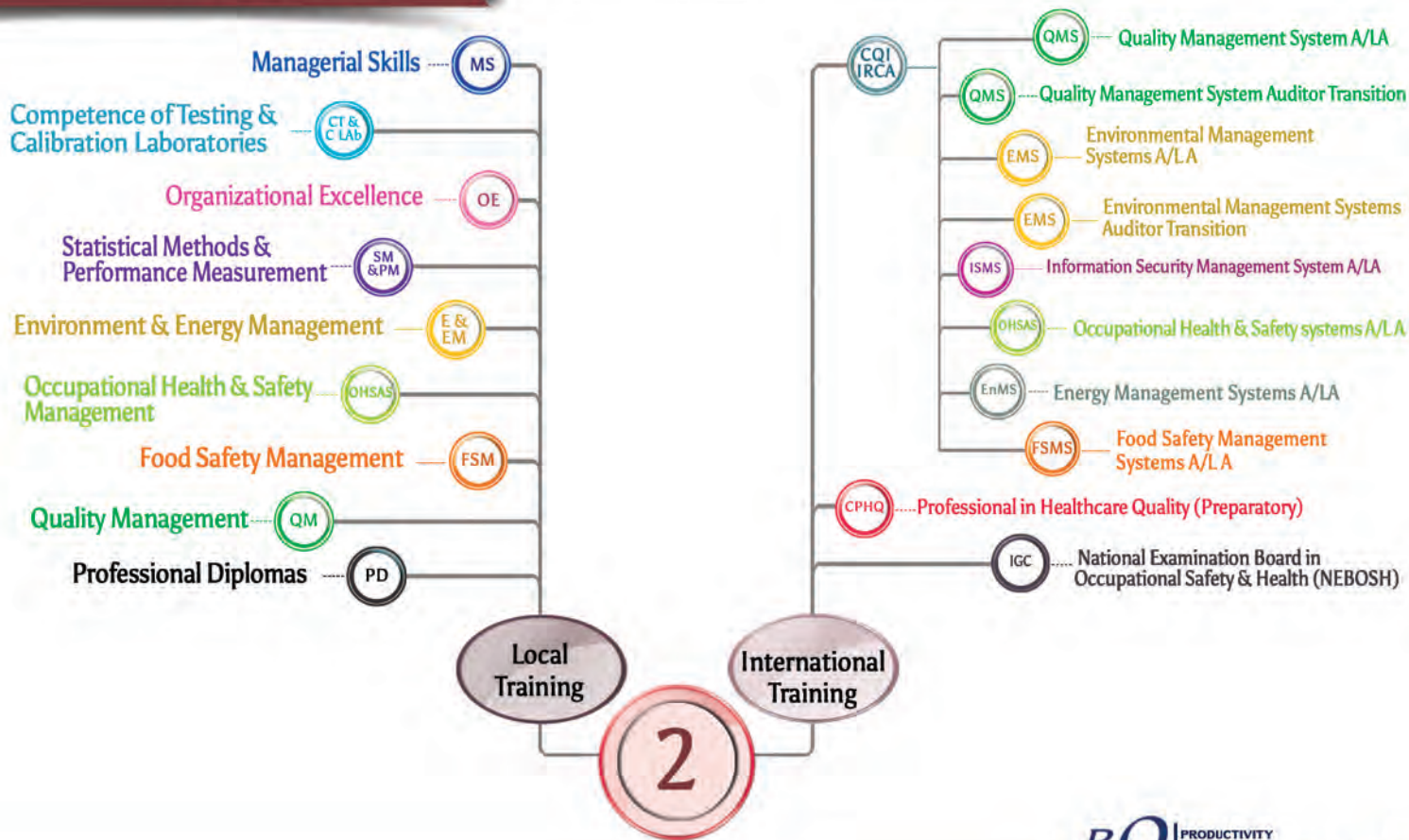
**MIND THE GAP**

Gap Analysis is a simple tool that helps you identify the gap between your current situation and the future state that you want to reach, along with the tasks that you need to complete to close the gaps.

*Our consultants will provide you the tools to identify the needs to be done in any project or program in your organization. PQI consultancy will help you compare your current situation with the future state that you want to achieve.*



# Training Services



# Local Training

## About Local Training

PQI training serves businesses of all sizes and industries with a dedicated team of qualified and experienced trainers with extensive experience in several fields.

All of our training courses can be supplied off-the-shelf or customized to meet the unique needs of our customers. These courses are scheduled throughout the year and also according to customer's requests.

We at PQI achieve the capacity building and development among different ways including: training courses, orientation sessions, workshops, brainstorming sessions, and on-job training.

## What Makes Us Different

We believe that the reinforcement of learning is vitally important. We want to ensure that there is a measurable impact and sustainable change from customer's learning experience, in short that customers are able to apply their learning to real business problems. So we have a high commitment to our customers. We provide an opportunity for our training Courses Participants to join our consultation teams to practice what they learned in the field



# Quality Management

QUALITY  
MANAGEMENT

CERTIFICATION

ISO 9001

BUSINESS

STANDARD

SERVICE

In today's demanding and competitive world, operational quality is essential, not only for success, but also for survival. In order to achieve such advantage, organization must focus on measuring performance against standards or prescribed indicators of all processes, systems and procedures in order to comply with the organizations' overall strategy.

## Training Courses:

- Total Quality Management
- Quality Management in Health Care
- Understanding the Requirements of ISO 9001 International Standard
- Integrated Management System Internal Audit
- Process Mapping
- Lean Manufacturing
- Statistical Quality Control



# Food Safety Management



Food safety is a fundamental public health concern. The Food Safety has become an area of priority and necessity for consumers, retailers, manufacturers and regulators.

Changing global patterns of food production, international trade, technology, public expectations for health protection and many other factors have created a huge demand for food safety.

## Training Courses:

- Good Manufacturing Practices-GMPs
- Food Safety System & Implementation – HACCP
- Food Defense TACCP Course
- Sterile and Non-Sterile Manufacturing Systems
- Understanding ISO 22000 Requirements
- Food Safety System Certification 22000 (FSSC)
- International Food Safety Authority (NSFA) White List Requirement

# Occupational Health & Safety Management



Occupational health and safety encompasses the social, mental and physical well-being of workers, that is the “whole person”.

Successful occupational health and safety practice requires the collaboration and participation of both employers and workers in health and safety programs, and involves the consideration of issues relating to occupational medicine, industrial hygiene, toxicology, education, engineering safety, ergonomics, psychology, etc.

## Training Courses:

- Understanding of Occupational Health & Safety Management System Requirements ISO 45001
- Fire Fighting Team Leader
- Occupational Health & Safety HAZARD & Risk Control in Oil & Gas Industry
- HAZMAT – Managing Chemicals Releases
- Implementing Enterprise Risk Management with ISO 31000
- Personal Protective Equipment – P.P.E

# Environment & Energy Management



Climate change is one of the most significant environmental, social and economic challenges of our time. All types of organizations have to protect the environment, to prevent pollution, and to improve their environmental performance.

Improving energy efficiency helps businesses to reduce their energy use. It also means you get more out of the energy you use. Efficiency improvements provide a buffer against higher energy prices predicted for the future. It can also delay the need to invest in new infrastructure to meet higher energy demands.

## Training Courses:

- Understanding ISO 14001 Environmental Management System
- Environmental Assessment
- Understanding Energy Management System ISO 50001 Requirements
- Energy Management Technology
- Energy Monitoring/Measurement System
- Renewable Energy Applications
- Compressors Energy Management
- Electrical System Energy Audit
- Statistical Data Analysis in Energy Management



# Statistical Methods & Performance Measurement

The success of the work of institutions at all levels, whether at the level of individuals, departments or the institution as a whole in all forms of industrial, commercial and service depends on the effectiveness of achieving the objectives of future long-term or short term.

The importance of integrated and effective system is to measure the level of performance in various sectors, administrative levels to achieve efficiency and effectiveness in organizations.

## Training Courses:

- Performance Measures & Indicators
- Performance Management System Design
- Statistical Software Using Minitab
- Statistical Methods In Decision Making

# Organizational Excellence



Business Excellence is much more than having a quality system in place. Business Excellence is about achieving excellence in everything that an organization does including:

leadership, strategy, future foresight, people, partnerships and resources, processes, client focus, information & knowledge management, creativity & innovation, and sustainability, and most importantly achieving superior stakeholders and business results.

## Training Courses:

- Towards Organizational Excellence
- Assessing Excellence Standards According to Radar
- Knowledge Management
- Foresight & Its Tools in Supporting Decision-Making & Shaping of Future
- Innovation Strategy Development
- Sustainability Strategy Development
- EFQM Foundation
- Qualifying Assessors of Egypt Toward Organizational Governmental Excellence
- Criteria for the Egypt Award for Organizational Excellence
- Excellence Assessment Techniques & Qualifying Ambassadors of Excellence
- Egyptian Excellence Certified Assessor



# Competence of Testing & Calibration Laboratories



In order to make informed decisions, Organizations must have confidence in the data generated by laboratories carrying out testing, measurement or calibration in these fields. Using an accredited laboratory can help establish and assure this confidence.

When a laboratory is accredited by a recognized accreditation body, it has demonstrated that a prescribed level of technical competence to perform specific types of testing, measurement or calibration activities has been achieved. The result is assurance that the laboratory is capable of producing data that is accurate, traceable and reproducible.

## Training Courses:

- Understanding of ISO 17025:2017 General Requirements for the Competence of Testing & Calibration Laboratories
- Uncertainty Measure
- Laboratories Accreditation



# Managerial Skills



The performance of any organization depends indispensably on the human capital and the organizational structure that combines and develops the skills of all the interacting individuals.

The people that work in any organization are the only resource that can enable all strategies to be applied correctly and the only factor that can grow the value of the firm's offerings in the market.

## Training Courses:

- Crisis Management
- People & Time Management
- Train of the Trainers – TOT
- Advanced Project Management
- Effective Communication
- Talent Management

# Professional Diploma



# Professional Diploma in Good Manufacturing Practices (GMP) in Pharmaceutical Industry



A GMP is a system for ensuring that products are consistently produced and controlled according to quality standards. It is designed to minimize the risks involved in any industrial production that cannot be eliminated through testing the final product.

## Diploma Structure:

- GMP & Global Regulatory Framework.
- Quality Assurance & Management Systems.
- Good Engineering Practice (GEP) in Pharmaceutical Industries.
- Sterile and Non-Sterile Manufacturing Systems.
- Understanding ISO 17025 Requirements.
- Risk Assessment

## Diploma Outcomes:

Completion of the Diploma will give you excellent knowledge about good manufacturing practice. GMP modules covers all aspects of production from the starting materials, premises and equipment to the training and personal hygiene of staff in Pharmaceutical Industry.

## Duration:

The Diploma will deliver in 120 training hours over 6 months.



# Professional Diploma in Leadership



Leadership is the process of actions and operations, creativity and emotions of mind, body and soul. Leader is the one who inspires (Self/Others) for the fulfilment of the mind, body, nature and the activities of the environment to a particular purpose in business, career and life.

## Diploma Structure:

- People Change Management
- People Development
- Personal Effectiveness
- People and Performance Management
- Organizational Relationship Management
- Vision Leadership

## Diploma Outcomes:

Completion of the diploma will give you a strategic and critical understanding of current developments in leadership, people management, and managerial approaches and be able to engage in substantial organizational and resource management.

## Duration:

The Diploma will deliver in 120 training hours over 6 months.

# Professional Diploma in Investors in People (IIP)



This diploma is designed to enable participants to build the potential competencies for the future manager and/or HR professional in the private, non-profit, and public sector by delivering relevant theories as well as practical knowledge and skills.

## The Diploma Structure :

- Leading and improving people
- Organization's values and behaviours
- Structuring and managing performance
- Recognition and rewarding Strategies
- Building Capabilities
- Improving and sustaining success

## Diploma Outcomes:

- Qualify participants with the different techniques required to create a culture of trust and ownership in the organization.
- Enable participants to assure that organizational objectives are fully aligned, performance is measured and feedback is used.
- Develop the strategies required to ensure that people capabilities are actively managed and developed .
- Understand the external environment and the impact it has on the organization.

## Duration:

The Diploma will deliver in 120 training hours over 6 months.



# Professional Diploma in Good Manufacturing Practices (GMP) for Pharmaceutical & Medical Devices (MD)



This diploma is designed to enable participants to build the potential competencies for the future manager and/or HR professional in the private, non-profit, and public sector by delivering relevant theories as well as practical knowledge and skills.

## The Diploma Structure :

- Medical Devices Directive & Regulations.
- Clinical Evaluation of Medical Devices.
- Medical Devices Risk Management.
- Medical Devices Post Market Surveillance and Vigilance.
- Implementing & Managing QMS in MD.
- Management and Behavioral Skills in Quality Assurance.

## Diploma Outcomes:

Completion of the Diploma will give you the fundamental knowledge needed in the management of quality assurance and regulatory affairs within medical devices. Also, will allow you to demonstrate that you have attained an assessed level of competence within the medical device industry.

## Duration:

The Diploma will deliver in 120 training hours over 6 months.



# Professional Diploma in Quality in Education



This diploma aims to provide delegates with the necessary knowledge to understand aspects of quality in education as well as principles of management needed for the contemporary education management.

## The Diploma Structure :

- Quality Management in Education
- Effective leadership in Educational Organizations
- Accreditation for Educational Institutions
- Educational Performance Measurement and Management
- Risk Management in Education Sector
- Integrating Excellence and Innovation in Educational Institutions

## Diploma Outcomes:

- Understand Quality Management Principles and Concepts in Regards to Education.
- Educate, Instruct and Provide Quality Teaching.
- Improve Capacity Building in Education Systems.
- Improve students and staff satisfaction in education.
- Understand different trends and techniques for improving education.
- Implement Quality Assurance in Education.
- Apply Excellence Models in Education.
- Assess and Accredite Different Education Sectors.

## Duration:

The Diploma will deliver in 120 training hours over 6 months.

# Professional Diploma in Infection Control



In order to have qualified professionals to take over infection prevention and control activities in Egypt, as well as in the region, it would be important to have a more comprehensive training program, allowing candidates to have competitive advantage to be effectively able join the market.

## The Diploma Structure :

- Basic IC principles and general measures.
- Basic principles of infection prevention and control strategies.
- Basic microbiology and immunology in IC
- Support Services, Environmental and occupational Infection Prevention and Control Measures.
- Infection prevention and control in core health care units.
- Preparatory for CPIC.

## Diploma Outcomes:

Completion of the Diploma will provide candidates with sufficient knowledge, skills and attitudes, essential for leading and managing Infection Prevention and Control programs in different healthcare organizations and services.

## Duration:

The Diploma will deliver in 120 training hours over 6 months.



[illegible]

### The Diploma Structure :

- ## Diploma Outcomes:

**Duration:**



**P&Q**  
INSTITUTE

**PRODUCTIVITY  
& QUALITY  
INSTITUTE**



# Healthcare Organization Accreditation Diploma

in collaboration with  
General Authority for Healthcare Accreditation & Regulation (GAHAR)



This Diploma is aiming for the continuous improvement, which elevates the quality of care to unprecedented levels. the program provides delegates the opportunity to attend a total of 100 practical training hours in accredited hospitals

## The Diploma Structure :

- Leadership & Personnel Improvement
- Management Competency Development
- Patient Centred Care
- Modern Vision for Quality Management
- Patient Safety
- Infection Prevention & Control - IPC
- Environmental Safety in Health Care Organizations
- Accreditation for Healthcare Organizations

## Diploma Outcomes:

Completion of the Diploma will give you excellent knowledge about:

- Allowing graduates to enroll in the GAHAR Exam and be certified as professionals specialized in preparing health facilities for GAHAR accreditation.
- Redesigning care delivery processes
- Creating a system that supports evidence-based practice
- Assuring that all patients easily access a safe & a high quality care.
- Reducing morbidity & mortality through reducing and preventing errors

## Duration:

The Diploma will deliver in 260 training hours over 12 months.

# Professional Diploma in Food Safety



Food safety is of paramount importance to businesses of any size which handle food. Through this Diploma course the student can learn the systems and procedures necessary to maintain a top quality food business.

## The Diploma Structure :

- Hazard analysis & risk based preventive controls in food industry
- Understanding ISO 22000:2018 food safety management system requirements for any organization of food chain
- Understanding ISO 17025:2017 general requirements for the competence of testing & calibration laboratories
- Good manufacturing practices (GMPs) in food safety
- Microbiology & chemistry food testing methods
- Food fraud & defence

## Diploma Outcomes:

this Diploma course will ensure that the participants have the knowledge necessary to manage a hygienic food service operation.

## Duration:

The Diploma will deliver in 120 training hours over 6 months.





# Professional Diploma in Healthcare Quality Management

The diploma addresses the current challenges and provides aspiring healthcare professionals with innovative techniques and approaches to creatively refine the provision of healthcare services

## The Diploma Structure :

- Quality Management in Health Care
- Medical Documents and Records
- Accreditation for Healthcare Organizations
- Patient Safety & Infection Control
- Costing & Pricing of Healthcare Services
- Certified Professional in Healthcare Quality Review (CPHQ preparation)

## Diploma Outcomes:

Completion of the Diploma will provide candidates with:

- Establish an efficient approach to patient safety and patient-centered care
- Design healthcare service processes
- Use quality improvement tools in a simplified yet professional approach

## Duration:

The Diploma will deliver in 120 training hours over 6 months.



# International Training

## About International Training

The Accredited International Programs (AIP) department was established in 2006 upon the need of PQI for a qualified department to handle the accreditation programs authorized by international organizations.

It was founded with one goal in mind: To develop the premier training programs in the field of Quality and related topics. Our basic job is to design extensive training programs and certification, designed to give knowledge about management, quality and standardization, to our customers and partners within Egypt and on to those on the regional level as well.

## WHAT MAKES US DIFFERENT

We are constantly looking beyond and as a result, we became the Approved Training Provider for CQI-IRCA, CPHQ and NEBOSH.

We are always investing in building the competence and knowledge of our dedicated trainers, what brings us aside of few training providers in the region that can offer high quality trainings for Lead Auditor courses and Professional certificates.

We are proud of our capability to offer our customers, the ultimate knowledge put in programs to meet customer's needs according to their work environment.



## CQI-IRCA Courses

### Requirements for successful achievement

Succeed the continual assessment throughout the 5 days course duration and achieve success rate of the written examination.

### Certificates

- Delegates shall be awarded a Certificate of Achievement for passing the written examination and the continual assessment.
- Non-Successful delegates shall receive a Certificate of Attendance.

### Course Materials & Styles

- Delegates receive comprehensive course manuals with reference materials for the ISO standard relevant to course scheme as well as for ISO 19011 standard.
- Delegates are continuously exposed to Group work activities, practical skills development exercises, workshops, role-plays, and interactive discussion groups.



# ISO 9001 Quality Management systems Auditor/Lead Auditor Course (ID# 18108)



QUALITY  
MANAGEMENT

CERTIFICATION

ISO 9001

BUSINESS

STANDARD

SERVICE

This course is fully compliant with the ISO 9001 requirements and expectations and covers techniques and skills for auditing leadership and management, strategic issues, context, risk, opportunity, knowledge, etc. Delegates will know how Quality Management System (QMS) provides organizations with a systematic approach to management systems improvements. This course qualifies auditors to the IRCA certification requirements.

## Course Outcome:

**By the end of this course the delegate will be able to:**

- Understand the ISO 9000 family of standards.
- Learn the process approach and how it impacts auditing practices.
- Learn how to audit ISO 9001 requirements.
- Plan and manage a process-based audit
- Gain audit skills for evaluating audit findings, communicating.
- Learn techniques for writing nonconformity statements and presenting audit reports.
- Undertake audit follow-up activities



# ISO 9001 Quality Management systems

Auditor Transition Course



QUALITY  
MANAGEMENT

CERTIFICATION

ISO 9001

BUSINESS

STANDARD

SERVICE

This course takes a strong focus on the new elements in ISO 9001 and is designed to build on previous knowledge of the QMS standard. This course will help you understand the changes to the standard and how these will affect organizations. The course help delegates to develop the skills necessary to audit in the new ISO 9001 landscape.

## Course Outcome:

**By the end of this course the delegate will be able to:**

- Understand Annex SL framework on which ISO 9001
- Grasp the application of risk-based thinking, leadership, & process management
- Understand requirements for organizational context, planning, & support
- Auditing ISO 9001 with specific focus on changes in standard

# ISO 14001 Environmental Management Systems

Auditor/Lead Auditor training  
course (ID# 18099)



CQI



IRCA



Delegates will know how Environmental Management System (EMS) provides organizations with a systematic approach to environmental improvement.

Delegates will learn to use the international EMS standard ISO 14000 as the framework for environmental improvement, sustainability programs, carbon-reduction strategies, environmental compliance and operational efficiencies. This course covers in-depth the auditing requirements of ISO 14001 standard.

## Course Outcome:

**By the end of this course the delegate will be able to:**

- Understand requirements & business benefits of an EMS.
- Acquire skills to audit ISO 14001 standard.
- Determine environmental aspects and impacts.
- Implement and manage EMS audit programs.
- Plan, conduct, report and follow-up effective EMS Audits.

# ISO 14001 Auditor Transition Training Course

(ID# 18135)



CQI



IRCA



This course enables participants to acquire the necessary knowledge to support an organization in their process of transitioning to ISO 14001:2015. This course is aimed at existing EMS auditors who wish to transit to ISO 14001 version

## Course Outcome:

**By the end of this course the delegate will be able to:**

- Understand the new structure of ISO 14001
- Understand Annex SL as a framework for ISO 14001.
- Learn the changes between issues 2004 and 2015 of ISO 14001
- Be able to audit ISO 14001 management system requirements effectively.



# ISO 27001 Information Security Management Systems Auditor/Lead Auditor Training Course (ID# 1757).



CQI



IRCA

This course enables participants to develop the expertise needed to audit an Information Security Management System (ISO 27001) and to manage a team of auditors by applying widely reorganized audit principles, procedures and techniques. The participant will be able to follow the stage in the live audit; including simulated audit interviews and role-plays. The participant will be able to develop the abilities mastering audit techniques, and skills for managing, audit teams and audit program, communicating with customers, conflict resolution, etc. This course meets the training requirements for those seeking registrations as an auditor under the IRCA Auditor Registration scheme.

## Course Outcome:

**By the end of this course the delegate will be able to:**

- Understand the Relationship Between ISMS, Risk Management and Controls.
- Understand Audit Principles, Procedures and Techniques of ISO 27001 Audit.
- Identify Legal, Statutory and Contract Obligations of an ISMS Audit.
- Acquire Personal Skills to Perform an Effective Audit.
- Preparing an Audit Report for ISO 27001.

# ISO 45001 Occupational Health & Safety Management Systems Auditor/Lead Auditor Training Course (ID# 2024).



This course is based upon the upcoming Occupational Health & Safety (OH&S) standard and is fully compliant with the ISO 45001 requirements and expectations. This training course teaches delegates the knowledge and skills required to conduct a complete OH&S audit, from effectively planning the audit, to conducting the audit, reporting on the findings and ensuring follow up action is completed. It is designed for those carrying out first, second or third-party audits of an OH&S Management System

## Course Outcome:

**By the end of this course the delegate will be able to:**

- Understand the purpose and framework of ISO 45001.
- Learn the process approach and how it impacts auditing practices.
- Plan and manage a process-based audit technique of ISO 45001.
- Gain audit skills and techniques for evaluating audit findings,
- Identify and write nonconformity statements and present audit reports.
- Present audit report and follow-up audit activities.



# ISO 50001 Energy Management Systems Auditor/Lead Auditor Training Course (ID# 2024).



## Energy Management System



This course is designed to give you the relevant skills and knowledge to carry out audits of Energy Management Systems. It provides an opportunity for both Environmental and Energy management professionals to update their skills in interactive and supportive surroundings. This course meets the training requirements for those seeking registrations as an auditor under the IRCA Auditor Registration scheme.

## Course Outcome:

**By the end of this course the delegate will be able to:**

- Outline key concepts, approaches & terminology to an EnMS.
- Identify energy and cost saving opportunities
- Describe principles and techniques for EnMS risk assessment.
- Effectively plan and conduct an EnMS audit
- Write non-conformities and audit report.
- Undertake audit follow-up activities and corrective action



# ISO 22000 Food Safety Management Systems

Auditor/Lead Auditor Training  
Course (ID# 2126).



CQI



IRCA



This course enables delegates to effectively undertake Food Safety Management Systems audits, by clearly understanding the requirements of ISO 22000 international standard, other associated standards and HACCP principles .

This course will also give you the skills and techniques to measure the effectiveness of your food safety management system. Successful implementation of the course meets part of the formal training requirements for those seeking registration under the IRCA Auditor Registration Scheme

## Course Outcome:

By the end of this course the delegate will be able to:

- Understand FSMS principles,
- Understand assessment techniques of food safety hazards.
- Determine relation between ISO 22000 and other food industry standards.
- Identify and maintain legislative and regulatory requirements.
- Plan, conduct, report & follow-up FSMS audits.

# Certified Professional In Healthcare Quality CPHQ - Preparatory



This Training course is designed to help those planning to take the Certified Professional in Health Care Quality (CPHQ) examination positioning you to advance the profession of healthcare quality.

This is a comprehensive course that prepares you to succeed the CPHQ exam through interactive classroom sessions and exposure to life case studies.

## Course Outcome:

**By the end of this course the delegate will be able to:**

- Understand the basic elements of the QMS in health care
- Identify the main elements for the patient safety program
- Understand the Information Management System essentials in healthcare
- Understand and acquire management and leadership skills

# NEBOSH Certified Training Course



The NEBOSH International General Certificate in Occupational Health and Safety is a globally recognized qualification offered by an established independent UK examination board with over 25 years' experience in providing health and safety awards in the UK and across the world including the Middle East

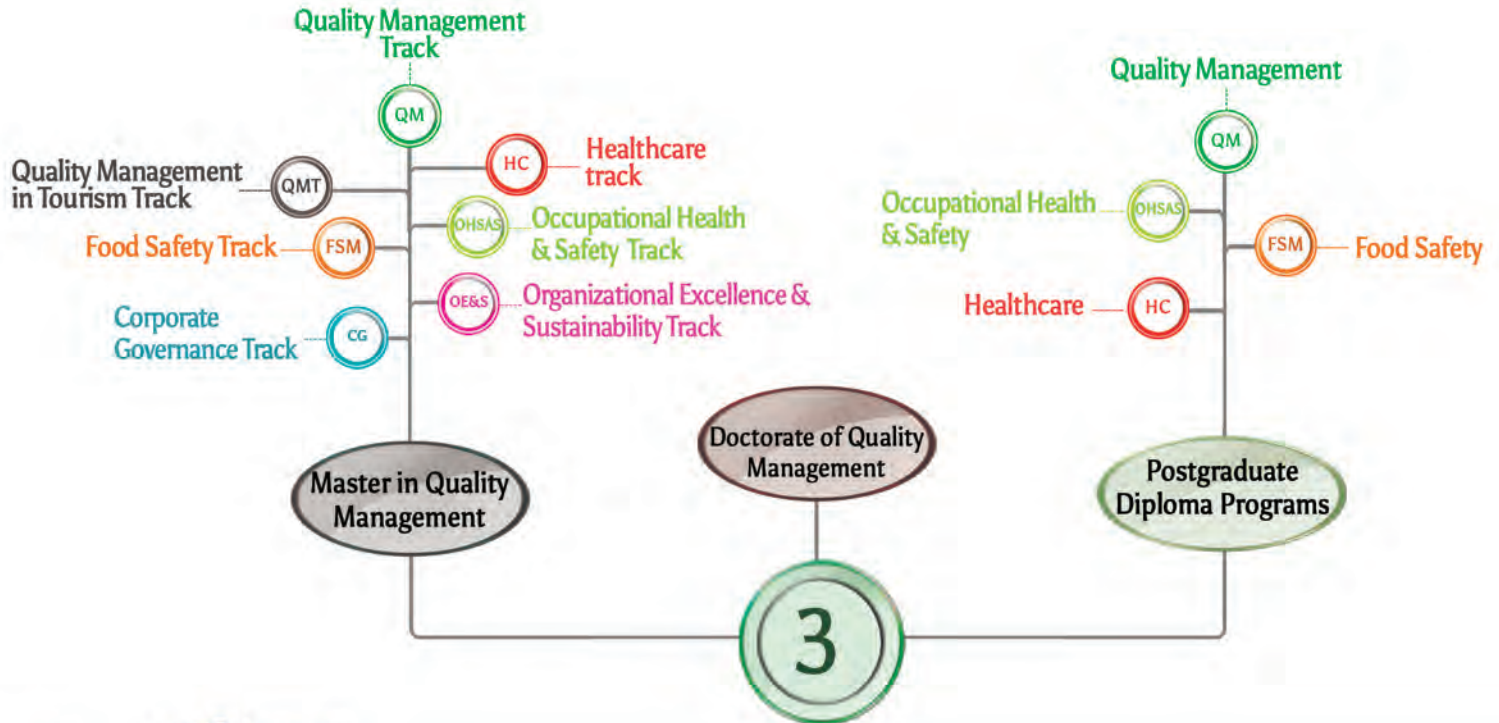
## Course Outcome:

**By the end of this course the delegate will be able to:**

- Implement good health and safety management across all areas of their operation.
- Identify key requirements for health and safety management systems.
- Identify typical workplace hazards and suitable control measures.
- Prepare management reports on health and safety



# Postgraduate Services



# Master in Quality Management

## Overview

PQI offers - through its accredited program (by the Egyptian Supreme Council of Universities) - a number of courses which provide state-of-the-art knowledge in quality management and productivity improvement to both manufacturing and service sectors.

The MQM program is taught by experienced staff who excels professionally and academically in bridging the gap between theory and practice due to their participation in teaching and consultancy services. The program provides delegates the opportunity to obtain various international certificates – through its broad selection of elective courses.

## Program Structure

Each delegated shall attend 16 postgraduate courses to hold the master degree. These courses are classified based on each specific track into:

- Specialised courses
- Core courses
- Elective courses

The program consists of 48 credit hours spread over a minimum of 4 semesters (2 academic year).

# Quality Management Tack

QUALITY  
MANAGEMENT

CERTIFICATION

STANDARD

This track provides a broad range of current theory and best practices covering operational, functional and strategic quality management which enables delegates to make a significant contribution to their organisation's strategic vision for sustaining innovation and business excellence.

## Specialized Courses

- Global competitiveness
- Quality management
- Information-driven quality management
- Statistical quality control
- Supply chain quality management
- Risk management and business continuity
- Business Excellence

## Quality Management Track Outcomes:

- Qualify graduates with problem solving, decision-making skills to identify, analyze and solve complex and unstructured problems.
- Enhance graduates' capability to plan and conduct different quality management tools and techniques.
- Enable graduates to plan and manage quality improvement projects.
- Allow graduates to participate in establishing strategies and plans to strengthen the competitive advantages of organizations.



# Healthcare track



This track aims to link theoretical foundations of quality, risk and patient safety with practical applications in healthcare services. Thus, offering delegates the state of art knowledge and practical skills in healthcare accreditation, governance and excellence.

## Specialized Courses

- Healthcare quality management
- Information-driven Healthcare quality management
- Healthcare safety and infection control
- Healthcare accreditation and insurance systems
- Healthcare risk management
- Healthcare Operational Excellence
- Healthcare governance

## Healthcare track Outcomes:

- Enable graduates to identify quality and safety gaps, and develop strategies in healthcare services.
- Improve graduates' ability to assess and improve healthcare processes through evidence-based best practices.
- Allow graduates to participate in healthcare organizations' accreditation process.
- Equip graduates with the adequate skills to drive change and foster a culture of quality in healthcare sector.

# Occupational Health & Safety Management Track



This track recognizes the increasing demand from both industry and enforcement bodies to ensure people's welfare and wellbeing at work. The comprehensive syllabus focuses on practical health and safety management techniques application in the work place.

## Specialized Courses

- Management of Health and Safety (NEBOSH)
- Quality management
- Incident Investigation
- Risk Assessment (NEBOSH)
- Health and Safety Leadership
- Occupational Health and Safety Management System
- Information-driven quality management

## Occupational Health & Safety Management track Outcomes:

- Enable graduates to assess and evaluate hazards and risks in the workplace and create suitable corrective actions to eliminate risks.
- Support graduates to develop, coordinate, and participate on multidisciplinary teams to protect people, property, and the environment.
- Provide graduates the ability to identify, evaluate and deploy solutions to a wide range of health and safety problems.
- Enable graduates to plan, organize, and execute effective audits against different international standards.



# Organizational Excellence & Sustainability Track



This track provides corporate and governmental leaders empirical evidence of the impact of excellence on sustained organizational performance. It provides a thorough overview of the concept of sustainability and addresses the growing need and prevalence of sustainability practices in business.

## Specialized Courses

- Business excellence
- Business process management
- Enterprise resource management
- Innovation and entrepreneurship
- Business Ethics and Social Responsibility
- Sustainability and governance
- Risk management and business continuity

## Organizational Excellence & Sustainability track Outcomes:

- Enable participants to understand a wide range of factors that will impinge upon organizational success factors in various business context.
- Allow participants to shift from a compliance-orientation to Quality Management to a high-impact, continuous improvement orientation.
- Enhance participants' ability to develop integrated sustainability strategies, and implement them throughout their sphere of influence.



# Corporate Governance Track



This track is designed to support the principle of having a “governance official” in every institution. It intends to qualify corporate governance officials, by providing the necessary information on governance issues and international best practices for their effective implementation.

## Specialized Courses

- Corporate governance
- Internal control system
- Internal auditing
- Corporate Risk management
- Institutional compliance
- Corporate disclosure and reporting
- Corporate Sustainability and Social Responsibility

## Corporate Governance track Outcomes:

- Allow participants to survey all developments in the field of governance and working to implement it within their organizations.
- Enable participants to set their sights on the instructions and decisions issued by the administrative and supervisory authorities regarding the applications of governance.
- Equip participants with the skills required to avoid the risks of not adhering to legislation and ensures long-term sustainability for their organizations.

# Food Safety Management Track

This track covers fundamental knowledge and practical methods needed to integrate food safety principles into an organization's existing management system. Thus, enhancing the capabilities of delegates to further their career in the food production sector.

## Specialized Courses

- Food Safety concepts
- Quality management
- Hazard analysis and critical control points (HACCP)
- Good manufacturing practices (GMPs)
- Food safety management system
- Food fraud and food defense
- Information-driven quality management

## Food Safety Management track Outcomes:

- Allow graduates to comprehend the issues of safety and quality in food production, handling, processing and trade.
- Enable graduates to investigate the safety and quality issues of a wide range of commodities and manufactured foods.
- Teaches graduates how to ensure the safety and quality of food products as per country's specific regulations and the food safety management methodology.
- Enable graduates to effectively plan, conduct, report and audit food safety management systems.



# Quality Management in Tourism Track



This track emphasizes the specific nature and scope of services in tourism industry. It covers fundamental knowledge and practical issues related to quality management in this field. These issues include; information systems, consumer behavior and global competitiveness in the field of tourism.

## Specialized Courses

- Introduction to Tourism Industry
- Quality Management for the Tourism Industry
- Tourism Information Management
- Consumer Behaviour in Tourism
- Tourism sustainability management system
- Trends in global tourism
- Global competitiveness

## Quality Management in Tourism track Outcomes:

- Allow participants to evaluate and discuss different theories, models and concepts of service quality in the context of tourism organizations.
- Enable participants to address the current issues and new trends of service quality in the rapidly changing tourism industry.
- Equip participants with the adequate skills to identify and explain problems in tourist behavior and provide innovative solutions to solve them.



# Doctorate of Quality Management (DQM)

## Overview

Doctorate of Quality Management (DQM) program aims to provide a framework for advanced study through which participants seek to gain more experience and knowledge in multiple quality management fields, to become managers at the highest levels of quality.

Doctorate of Quality Management (DQM) program Graduates are granted a certificate from Productivity and Quality Institute - Arab Academy for Science, Technology and Maritime Transport - which is approved by the Supreme Council of Egyptian Universities and equivalent to Professional Doctorate of Business Administration (DBA).

## Program Structure

DQM program consist of 60 credit hours spread over a minimum of 6 semesters (3 academic years) and a maximum of 6 academic years.

- 36 credit hours for the courses.
- 24 credit hours for the thesis.

Each delegate shall attend 12 courses. These courses are classified into:

- 8 mandatory courses.
- 4 elective courses.

After passing these courses, each delegate should prepare a Thesis.

# Postgraduate Diploma Programs

## Overview

The Productivity and Quality Institute (PQI) through its postgraduate department strives to offer postgraduate diploma programs in the fields of Quality Management, Healthcare, Food safety and Occupational health and safety.

The outcome of this accredited certificate is to acquire students with the necessary knowledge and skills to improve their work qualities for employment.

As informed by local and regional employers, PQI diploma forms an important educational asset for workplaces as it addresses employment needs with the necessary knowledge needed in the specified fields.

## Diploma Structure

Each delegated shall attend 6 postgraduate courses to hold the Post graduate Diploma degree.

The program consists of 18 credit hours spread over a minimum of 2 semesters (1 academic year).





# Postgraduate Diploma in Quality Management

QUALITY  
MANAGEMENT

CERTIFICATION

STANDARD

This program is designed to enhance participants' skills in the field of Quality Management and provides them with the necessary knowledge to establish quality systems that satisfy the requirements of international standards in their organizations.

## Courses

- Principles of Quality Management
- Management Systems Standards
- Fundamentals of Lean Six Sigma
- Quality Planning
- Fundamentals of Statistical Quality Improvement
- Project Management

## Program Outcomes:

- Qualify graduates with the skills necessary to facilitate and lead the quality planning and quality improvement activities in their organization.
- Enable graduates to develop measurement systems to determine organizational improvement
- Develop the graduates' capability to create a quality management policy in their organizations and enforce its compliance



# Postgraduate Diploma in Occupational Health & Safety



This program enhances participants' skills through identifying and evaluating expected work risks to provide the best control methods and to understand different international technical specifications and management systems for occupational health and safety. This knowledge is necessary in order to ensure the safety and protection of personnel.

## Courses

- Job safety analysis and safety at work
- NEBOSH Awards and OSHA Standards Awareness
- Accident Investigation and Statistical Analysis
- Risk Management + Hazard and operability Study (HAZOP)
- Safety Leadership
- OHSAS Management Systems Lead Auditor

## Program Outcomes:

- Provide delegates in-depth knowledge of the background and implications of health and safety management systems.
- Identify the main requirements of legislation and codes of practice and maintain records and information to advise organization management and decision makers.
- Enable delegates to identify common hazards and risks in the workplace and advice on suitable corrective actions.

# Postgraduate Diploma in Food Safety



The postgraduate diploma in food safety provides delegates with a comprehensive understanding of food safety Management principles, models and systems that fulfill the requirements of international standards. The diploma is designed to enhance knowledge and business management skills in the food safety fields for technical and non-technical staff.

## Courses

- Food Safety Fundamentals and Principles
- Principles of quality management
- Food Safety Technologies and Inception
- Advanced Topics in Food Safety Risk Management
- Food Laws and Legislations
- Auditing and Assessing Food Safety Management Systems

## Program Outcomes:

- Enable delegates to plan, organize, and execute effective audits against national and international food safety standards.
- Enhance delegates' qualifications and skills in order to enable their organizations' to compete with and conform to the international food safety regulations.
- Help delegates to understand the whole food safety measures, country's specific regulations and the food safety management methodology.



# Postgraduate Diploma in Healthcare



This program is designed to deliver an integrated approach to meet the needs of healthcare professionals both clinical and managerial staff committed to leading continual quality improvement. Delegates develop a solid foundation in the current methods of process improvement in healthcare services by incorporating best practices that lead to enhanced healthcare service quality.

## Courses

- Healthcare Quality Management Basic Principles
- Healthcare Information Management
- Patient Safety and Infection Control
- Risk Management in Healthcare
- Accreditation for Healthcare Organisations
- Healthcare Governance and Excellence

## Program Outcomes:

- Expand delegates' understanding of the concept and implementation of quality management and patient safety.
- Enable delegates to enhance quality and performance of healthcare organizations through mastering the latest quality tools and methods.
- Allow delegates to participate in creating a work environment that leads to healthcare organizational excellence.
- Enhance delegates understanding of national and international healthcare accreditation approaches.





