



**The Arab International Society for Management Technology (AIMICT)**

**Member of TAG-Foundation**

# **Guide 2016**

**Digital Leaders for Managing the Future Economy**

## Table of Contents

<b>Subject</b>	<b>Page</b>
President's message	3
About us	4
Vision	4
Mission	4
Objectives	4
Aimict affiliations	5
Membership	5
Training Courses and Professional Programs	6
International standardized testing organization (ISTO)	12
Consulting Services and Development	13
Publications	13

## President's Message

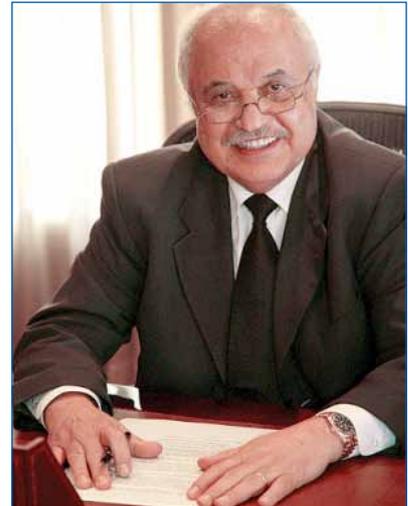
As part of our belief in the necessity of disseminating science and knowledge through innovative technological methods, we reckoned to establish the Arab International Society for Management Technology (AIMICT), which became a necessity due to the world drive towards knowledge and creativity in a unique technical approach.

AIMICT witnessed quantum leaps and evolution at various levels and today It has diversified programs that include training and capacity building in the areas of information technology, quality and knowledge-based management where it organizes Arab, regional and international seminars, courses, and conferences to serve the business community and enhance professional ties with various centers of information technology, management, business, and information. The Society is comprehensive and meets the global market needs of technology and management. In addition, the Society can, thanks to its branches all over the world which are qualified in accordance with the international standard quality systems, deliver the goal and messages it constantly endeavors to deliver.

The Society endeavors to meet the local, regional and global special requirements in the areas of information technology, quality, and knowledge-based management; to provide the market with specialized expertise who are capable to make a positive change in knowledge development, capacity building and conveying the latest information by state of the art methods and tools for teaching, learning, and scientific research and entrepreneurship, in addition to introduction of best technical means used in the transfer of information, promotion of scientific research, encourage innovation, and enhance the Society's leadership and its staff through the transition from traditional education to pioneering education. It also keeps abreast with the rapid changes in the world and the continuous development, and upgrades the performance level, and the continuous communication and interaction with the community and relevant institutions.

### Chairman

**Talal Abu-Ghazaleh**



## About the Society

The Arab International Society for Management Technology (AIMICT), a non-profit organization, was founded on August 29, 1989 in Buffalo-New York in the United States of America, and it was registered officially in Amman on July 10, 1990 under the name of “The Arab Management Society.”

The necessity of having such a society came from the realization of managers and businessmen in the world of the importance and consequences of their role in serving business communities in their countries.

Subsequently, in order to emphasize the society’s objective towards creating a knowledge society that uses modern management and technology and effectively developing the Arab potential, the name of the organization was chosen to be The Arab Knowledge and Management Society (AKMS).

In 2015, the name was changed again to “Arab International Society for Management Technology” in order to keep pace with the modern technological developments in different fields and create knowledge-based management.

The Society provides unique professional services by its representatives in 20 Arab countries and liaison offices in world countries. Its programs and plans are developed by a board of trustees chaired by HE Dr. Talal Abu-Ghazaleh. The Board includes a number of figures and experts in different fields of management and information technology. It seeks to promote the communication and exchange experiences at individual and institutional levels through conferences, workshops and specialized professional programs.

## Vision

To be the pioneering institution in motivating and developing the human and institutional capacities towards a technological knowledge society.

## Mission

To promote exchange of expertise, know-how and skills in the fields of technological management and knowledge among individuals and organizations worldwide. We achieve this mission by implementing an array of specialized programs and activities based on modern technologies that broaden international horizons for those individuals and institutions towards comprehensive development and progress.

## Objectives

- Upgrade, develop and promote recognized high quality researches in addition to the development in the field of management and information technology.
- Disseminate the concept of the importance of technical training and development and its effects on the individual and institutional performance.
- Sharpen and develop individuals and companies skills to meet their needs in accordance with the international quality standards.
- Disseminate scientific knowledge in the fields of management and information technology to achieve and support specialized social and economic development.
- Disseminate the rules, principles and ethics of the administrative work in general and of the administrative leaderships in particular.

- Encourage and promote creativity and entrepreneurship of companies and individuals in the field of information technology and management by various means in order to achieve national and global economic growth.
- Adopt, develop, create and sponsor research and study centers and training institutes for the purposes of developing the administrative process and exchange expertise and skills between individuals and institutions in this field.
- Disseminate the latest scientific developments in the fields of training and technical support through the multiplicity of training programs offered.
- Concentrate on all managerial concepts which highlight the role of the manager in the organization, especially in the Arab world, to optimize this resource and provide administrative solutions aimed at supporting the growth of institutions.
- Shape policy and practice within our chosen areas of expertise.
- Make a significant contribution to the Arab world economies.
- Develop AIMICT through growth and strategic alliances with reputable international institutions.
- Develop the managerial skills for AIMICT members, and enhance their role in the process of management development.

## AIMICT Affiliations

AIMICT is a member in the following organizations:

- Chartered Quality Institute (CQI) 
- ISO Technical Committee 176 for International Standards and Specifications (ISO TC 176) 
- ICANN At-Large Structure (ICANN) 
- The Arab Information Club (ARABCIN) 
- Arab Organization for Quality Assurance in Education (AROQA) 

## MEMBERSHIP

Members of the Arab International Society for Management Technology (individuals and institutions) enjoy the following benefits:

- **Discounts:**  
AIMICT provides its members with discounted prices on an array of professional programs, training courses and professional publications.
- **AIMICT Knowledge Center:**  
AIMICT knowledge Center offers a massive data-base of learning materials, articles and specialized newsletters.
- **AIMICT Members Area:**  
AIMICT member profiles are available to all members through the Membership Area. Our member database helps you create your own profile as well as allow you to meet and interact with other members who share your interests in knowledge and management.
- **Career Center:**  
Search new jobs posted by employers looking for professionals like you through Talal Abu-Ghazaleh Recruitment postings.

## Training Courses and Professional Programs

The Arab International Society for Management Technology conducts a number of internationally recognized specialized training courses and professional programs. These programs and courses are directed to professionals seeking to enhance their expertise and skills to keep pace with all the updates in the fields of management, quality, and IT to enable them to develop their abilities, improve the results of their institutions, and ensure quality performance and productivity using the latest education and information delivery methods. The following are some of the training courses:

### Human Resources and Training

- Evaluation and job analysis
- Training of trainers
- Human resources management.
- Capacity building and training
- Human resources policies and procedures
- Human resources management techniques
- Job and workload analysis
- Individual performance analysis
- Needs determination and evaluation
- Emotional intelligence and human resources
- Measure training results
- Design of training needs

### Quality

- Quality management principles
- Total quality management tools
- Balanced scorecards
- Six sigma
- Future role of quality managers
- Information technology systems auditing
- Websites auditing

### Management

- Basic concepts of leadership and individual resource management
- Strategic planning for quality management
- Management skills for new managers
- Business networks and time management
- Performance management strategies: design and implementation
- Supply chain management
- Operation design and performance improvement
- Management development



- Crisis management
- Change management
- Time management
- Meeting management
- Project management
- Contract management
- Knowledge management

### **Marketing**

- Principles of marketing
- Online marketing
- Websites content administration for marketing purposes
- Design of marketing / media materials
- Excellence in customer service
- Customer satisfaction measurement and decision making
- Marketing and planning strategies
- Customer orientation for business excellence
- Sales management
- Sales and market research skills
- Receptionist skills
- Customer service and complaints management
- Customer relation management

### **Management Technology**

- IT project management
- IT based project management
- Strategic planning at IT department management
- Management Information Systems
- Total quality systems in IT management
- Human resources information system management
- E- management and how to deal with decision support systems and expert systems
- Setting Electronic data security strategies
- Information systems in management service
- Modern IT techniques and their role in business support
- Modern IT methods in business management
- Analysis, design and creation of supporting management information systems
- Setting strategies for the transition to next generation Internet protocol IPv6
- E-government- significance and objectives- applications and performance
- Transformation from e-government to smart government
- Information technology services management
- Data security and protection

- Technical skills of websites management
- Documents and records management
- E-archiving management
- Electronic evidence and its authenticity in the Internet world.

## **Information Technology**

### **Programming**

- VB.Net programming language
- PHP programming language
- Java programming language
- Database programming

### **Smart Phone Applications**

- Smart phones applications using Android
- Smart phones applications using iOS

### **Cloud Computing**

- Basics of cloud computing and virtual environments

### **Design**

- Websites design
- Publications design

### **Maintenance**

- Computers Maintenance and Refurbishment

AIMICT also provides contractual course design services as per the training needs of companies and institutions in addition to the design of training material and training methodology to meet the needs of such customers.

## **Professional Programs Accredited by Institute of Leadership and Management, ILM PROFESSIONAL QUALITY MANAGER (PQM)**

The Professional Quality Manager (PQM) is a professional program providing participants with the necessary knowledge and skills to conduct effective quality assessments in order to illustrate the essentials of Quality, Quality Assurance (QA) and Quality Control (QC).

PQM program is endorsed by the Institute of Leadership and Management (ILM).



### **Program Objectives**

- Help participants acquire a range of skills to analyze and then solve quality-related problems.
- Encourage participants to promote a quality culture.
- Develop and enhance researches and applications in the field of quality management principles and practices.

- Support employers' requirements for competence in the field of Quality Management.
- Contribute to the success of individuals by providing a recognized qualification that leads to better prospects and career development.

**Language:** English/ Arabic

### **Registration**

A candidate who applies to sit for PQM examination should fill out the registration form on AIMICT website.

### **Registration Deadline**

Registration deadline is 30 days prior to the date of the exam.

### **Examination Dates**

- March
- June
- September
- December

### **Required Qualifications**

Candidate should hold a bachelor degree in any field to enroll.

### **Required Documents**

- One recent photo
- Copy of personal ID
- Copy of academic qualifications
- Copy of necessary experience
- Evidence of professional memberships (optional)

### **Examination Fee:**

USD 400

### **Payment**

Through bank transfer to the below account:

- The Arab International Society for Management Technology (AIMICT )  
Branch Number 34  
Address: Jordan Ahli Bank-Shmissani  
Swift Cod JONBJOAX  
IBAN: JO42 JONB0340 3400002301014 15272702  
Account Number: 152727-02

## Body of Knowledge

### Essentials of Quality Management

- The Organization: Definition, Purpose & Open System View
- Principles of Management
- Organizational Structure and Design
- Recruitment and Performance Appraisal
- Excellence Models
- ISO 9000:2000 Quality Management System Standards

### Total Quality Management Tools

- Quality Characteristics
- Total Quality Management (TQM) Tools
- Process Management Approaches
- Management and Planning Tools
- Measurement: Assessment and Metrics
- Reliability and Validity
- Qualitative Assessment
- Analysis and Use of Survey Results
- Six Sigma
- Benchmarking: Internal and External

### Core Concepts of Leadership and People Management

- Organizational Development
- Organizational Culture
- Organizational Leadership
- Techniques for Managing Organizational Change
- Constraint Management
- Motivation Theories
- Conflict Resolution
- Empowerment
- Teams

### Strategic Planning in Quality Management

- Strategic Planning Activities
- Environmental Analysis
- Strategic Planning and Assessment
- Deployment

### Capacity Building for Competence

- Training Needs Assessment
- Team Building Basics
- How to Handle Requests for Training
- Training Requirements Analysis
- Misconceptions about Training
- Training Delivery Methods
- Evaluating Training and Results
- Kirkpatrick's Four Levels of Training Evaluation
- Guidelines to Evaluating the Effectiveness of Training
- Total Quality Management-Training and Human Resources Development

### Customer-Focus for Business Excellence

- Internal Customers
- External Customers
- Customer Segmentation
- Customer Relationship Management and Commitment
- Improving Customer Service Enhancing Customer Loyalty and Retention
- Managing Customer Portfolio

### Supply Chain Management

- Supplier Selection
- Organization Requirements from Suppliers
- Supplier Performance Assessment
- Strategies for Supplier Improvement
- Supplier Certification
- Partnerships with Suppliers
- Logistics and Supply Chain Management
- Supply Chain Integration

## Preparation Course for PQM

AIMICT holds a 60-hour training course to assist a candidate to pass the program examination.

## Examination Description

The exam is held in Arabic or English and is divided into multiple choice and analytical questions.

## Examination Scores

The minimum pass score for each examination session is 65/100.

## Examination Results

Candidate will get his/her examination results a month after examination date, AIMICT sends the results to candidate's email.

## Examinations Retake

In case the candidate failed in one of the examination sessions, he/she should re-sit for failed session(s) in the next examination date.

Retake fee: USD 100 per session

## Receiving PQM Certificate

AIMICT mails PQM certificate to the candidate within one month from the announcement of examination results. When a certificate is damaged or lost, candidates can email AIMICT management in order to get a letter which certifies that he/she has PQM qualification.

## ADVANCED CERTIFICATE IN LEADERSHIP

Advanced Certificate in Leadership provides participants with the knowledge and skills necessary for leadership in the modern business world. It teaches techniques which can be applied to drive organizational change, as well as to identify and address obstacles, produce best practices to improve staff motivation, as well as methods of understanding and responses to conflicts.

The program is endorsed by the Institute of Leadership and Management (ILM).



## Body of Knowledge

Self-assessment of managers	Interpersonal skills and communication with superiors and subordinates	Leadership, management and motivate staff
Evaluate the performance of employees	Management by objectives and results-based management	Knowledge Management
Empowerment and effective delegation	Training to improve performance	

Program Fee: JD 300

## Learning outcomes

- Describe some of the issues that drive organizational leadership
- Define the roles of each level of management in an organization
- Define organizational culture
- Understand the role of a change agent
- Describe several methods that can be applied for driving organizational change
- Know how to identify and deal with constraints
- Define techniques for improving employee motivation
- Know the purpose of and typical barriers to empowerment
- Understand different methods for responding to conflict
- Be familiar with typical roadblocks to organizational performance and how they can be addressed

**Time Frame:** 20 training hours

**Language:** English/ Arabic

## Fee Payment

Through bank transfer to the below account:

- The Arab International Society for Management Technology (AIMICT )  
Branch Number 34  
Address: Jordan Ahli Bank-Shmissani  
Swift Cod JONBJOAX  
IBAN: JO42 JONB0340 3400002301014 15272702  
Account Number: 152727-02

## INTERNATIONAL STANDARDIZED TESTING ORGANIZATION (ISTO)



### About ISTO

The International Standardized Testing Organization (ISTO), founded in January 2001, provides a series of examinations in ISO 9001:2008 and ISO 14001:2004. ISTO Examinations help professionals acquire additional qualifications as part of their development, and add to the credibility of individuals and organizations.

### Examination Dates

30 <sup>th</sup> of January	19 <sup>th</sup> of March	4 <sup>th</sup> of June
16 <sup>th</sup> of July	17 <sup>th</sup> of September	19 <sup>th</sup> of November

Examination Language: English

**Examination Fee:** USD 400

### **Achievement Certificate**

Individuals who pass the exam will obtain a Certificate of Achievement accredited by the International Standardized Testing Organization (ISTO).

For more information please visit ISTO website: [www.isto.ch](http://www.isto.ch)

### **Consulting Services and Development**

The Arab International Society for Management Technology provides specialized consulting services to various fields in terms of knowledge management and quality by applying internationally recognized professional standards and principles in order to develop the client's performance, processes, activities, products, services, and systems. Such services include:

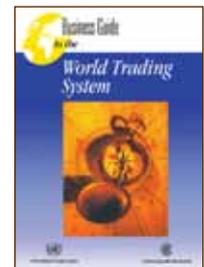
- Setting training plans
- Developing strategic plans and business strategies
- Consulting services in human resources and development of organizational structures
- Awareness and qualification for the international ISO examinations.
- Establishing specialized quality departments in the various fields and qualify personnel in quality management
- Qualify managers specialized in IT projects
- Assessing and developing processes
- Customer customized consulting services

### **PUBLICATIONS**

#### **Business Guide to the World Trading System**

This book was issued at a time when world global trade was increasing and rules governing the world trading system were becoming strict.

This is the second edition of this Guide, and it was issued in response to the demands received from those who benefited from the first edition. It confirms important aspects for those who work in foreign trade or are interested in it.



#### **Abu-Ghazaleh Accounting and Business Dictionary**

This Dictionary is a new comprehensive publication that meets the needs of professionals such as accountants, auditors, bankers, businesspeople, companies and those who work in the field of economy, law and state.

In addition, it is valuable to universities, colleges, institutes and post-graduate students as it contains 12,000 terms that include accounting terms issued by international professional bodies and committees, as well as commercial terms, and terms used in computer science and the Internet in addition to the new terms introduced by the information and knowledge revolution.





## Contact Information

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