



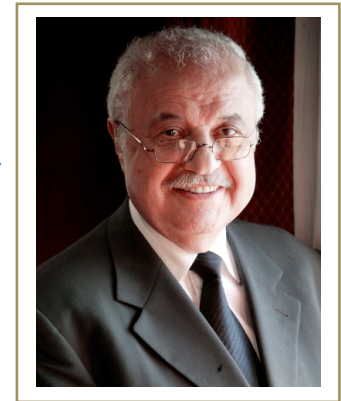
المجمع العربي للإدارة والمعرفة  
Arab Knowledge and Management Society (AKMS)

# Annual Report 2011-2013

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## Chairman Message

### Welcome to the Arab Knowledge and Management Society (AKMS).



AKMS was established to provide Arab individuals and organizations with the means to learn and benefit from knowledge management skills and systems by identifying, creating and distributing knowledge and converting it into valuable products, services and activities.

Since its establishment, the AKMS has facilitated numerous workshops and educational seminars, enabling Arab managers' to utilize modern management techniques and the latest technology to develop potential and increase the social and economic output from institutional knowledge resources.

Knowledge management skills and systems build the very foundations of a well-equipped Arab knowledge society capable of competing on an equal footing with other societies. Knowledge management also enables Arab managers and businessmen to more efficiently serve their business communities.

Having a closer look at contemporary advanced societies, one can recognize that knowledge management has offered many organizations a large number of opportunities to achieve competitive progress through the ideal utilization of management resources, thus effectively contributing to sustainable social and economic prosperity.

Today, we pride ourselves in being the first organization in the region to offer the Arab Certified Quality Manager Program (ACQM) [in cooperation with the Talal Abu-Ghazaleh School of Business (TAGSB)].

This specialized program is the first of its kind in the field of quality management in the Arab region. It has been designed to qualify Arab practitioners and help them develop their potential and meet international professional standards.

AKMS is striving to prove that Arab minds are not merely consumers of others' knowledge products. To the contrary, they are producers of their own new knowledge.

The establishment of the ACQM is one result of that effort. We look forward to contributing further to the capacity-building of our Arab professionals.

**HE Dr. Talal Abu-Ghazaleh**

## ABOUT US

The Arab Knowledge and Management Society (AKMS) is a not-for-profit organization chaired by HE Dr Talal Abu-Ghazaleh and a host of prominent figures in the field of knowledge and management across the Arab region. AKMS is a Pan-Arab society that deepens the skills in the fields of management and knowledge among individuals and organizations through meetings, workshops and specialized training courses.

AKMS was first founded in 1989, in Buffalo, New York, and was officially registered in Amman in 1990. Our expanding network of more than 20 representatives in the Arab world, along with our international associates, enables us to excel in delivering competitive services. Vision To play a pioneering role in organizing, directing, motivating and developing the capacities of Arab individuals and institutions to create an Arab Knowledge Community.

## Mission

To encourage communication and promote exchange of expertise, know-how and skills in the fields of management and knowledge between individuals and organizations in the Arab world through implementing specialized programs and activities that open up international horizons towards knowledge, administrative and technical development and progress.

## Objectives

- Provide high-quality training and education which meet the needs of our clients and their employees.
- Develop and enhance research to recognised standards of excellence. Shape policy and practice within our chosen areas of expertise.
- Make a significant contribution to the Arab world economies.
- Increase the international scope and reputation of the AKMS.
- Develop the AKMS through growth and strategic alliances with reputable international institutions. Concentrate on all managerial concepts, which highlight the role of the manager in the organization, especially in the Arab world to optimize this resource.
- Develop the managerial skills for AKMS members, and state their role in the process of management development.

## AKMS Affiliations

AKMS 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)



## Board of Directors

Name	Position	Nationality	Company
Mr. Talal Abu-Ghazaleh	PRESIDENT	JORDANIAN	CHAIRMAN, TALAL ABU-GHAZALEH & CO. INTERNATIONAL
Ms. Samar Al-Labbad	EXECUTIVE VICE CHAIR	EGYPTIAN	DEPUTY CHAIR, TALAL ABU-GHAZALEH ORGANIZATION
DR. ABDELRAHMAN ALATTAR	VICE-PRESIDENT	SYRIAN	ATTAR GROUP
PRINCE BENDER BIN ABDULLA BIN S'UD ALKABEER	BOARD MEMBER	SAUDI	EXECUTIVE MANAGER, SAROOF COMPANY
MR. BILAL AL-ZOABI	BOARD MEMBER	JORDANIAN	BOARD OF DIRECTORS MEMBER, NATIONAL ACADEMY FOR RESEARCH AND DEVELOPMENT
MR. BASSEM AL-OTAIBY	BOARD MEMBER	EMIRATES	SENIOR CONSULTANT, DUBAI GOVERNMENT
Mr. HUMAM GHASSIB	Board Member	Jordanian	Advisor of HRH Prince El-Hassan Bin Talal, Director of Studies & Program in Arab Thought Forum
MS. NADIA AL-DOSSARY	BOARD MEMBER	SAUDI	PRESIDENT, AL-SAIL AL-SHARQIAH COMPANY
MR. BAHER ALI ESMAT	BOARD MEMBER	EGYPTIAN	MIDDLE EAST LIAISON, INTERNET CORPORATION FOR ASSIGNED NAMES AND NUMBERS (ICANN)
DR. SABRI SAIDAM	BOARD MEMBER	PALESTINIAN	EX. MINISTER, BEIR ZEIT INNOVATION GROUP

MR. JAMIL AMEEN Wafa	BOARD MEMBER	BAHRAINI	CHAIRMAN, UNITAC CO.
MR. ANWAR HELMI	BOARD MEMBER	SAUDI	MEMBER OF THE BOARD OF TRUSTEES OF THE SAUDI GENERAL
MR. ABULAZIZ AL-MUTAIRY	BOARD MEMBER	SAUDI	ASSISTANT GENERAL MANAGER, THE CENTENNIAL FUND (TCF)
Mr. ADNAN NAYFEH	Board Member	JORDANIAN	President, Zarqa Private University
MR. MOHAMMAD AL-MASROUJI	BOARD MEMBER	PALESTINIAN	PRESIDENT, PALESTINIAN BUSINESSMEN ASSOCIATION
MR. ALAA' AL-DIN RADHI	BOARD MEMBER	IRAQI	CONSULTANT ENGINEERING
MR. DARWISH AL-KHALILI	BOARD MEMBER	JORDANIAN	VICE PRESIDENT, MIDDLE EAST SOCIETY FOR THE ENGINEERING, ELECTRONIC AND HEAVY INDUSTRIALS
MR. SABAH TOMAH	BOARD MEMBER	IRAQI	CONSULTANT, MINISTER OF PLANNING IN KURDISTAN
MR. MOHAMMAD AL-QURASHI	BOARD MEMBER	SAUDI	
DR. QAIS KHALAFAT	BOARD MEMBER	JORDANIAN	FORMER EXECUTIVE DIRECTOR, TALAL ABU-GHAZALEH ACADEMIES
MR. OSAMA HAMED	BOARD MEMBER	BAHRAINI	HEAD OF LEGAL DEPARTMENT, GLOBAL INTELLECTUAL

## **AKMS Activities**

The Arab Knowledge and Management Society provides its professional services across 20 Arab countries. Such outreach emphasizes AKMS's interest to benefit and support all sectors in those countries, and provide opportunities to individuals and companies to develop their knowledge and skills with a view to achieving AKMS vision.

### **Following are the services provided by AKMS:**

- Professional Quality Manager Program, PQM
- Advanced Certificate in Leadership
- ISO Examination
- Specialized training programs
- Specialized publications in the field of business.

### **Arab Certified Quality Manager Program, ACQM**

ACQM program awards a professional certification accredited by the Institute of Leadership and Management. This Institute aims at developing the capabilities of leaders and managers around the world through providing specialized qualifications and programs of educational sources diversification.

The Program aims to promote the performance of professional practitioners as per the international quality standards. It also targets enterprise managers, individuals interested in acquiring knowledge in the field of quality management, professionals seeking to increase their effectiveness, as well as those individuals interested in quality who have professional experience or hold an academic certificate in such field.

### **Advanced Certificate in Leadership**

This certificate has been introduced to prepare the qualified persons for holding supervisory and executive positions at the different organizational levels (lower and middle management) in the public and private institutions. It is a professional certificate accredited by the Institute of Leadership and Management.

### **ISO (9000:2000) Examination**

ISTO examinations help professionals understand the examinations of ISO 9000:2000 and 14000:2004 and obtain additional qualifications as a part of their professional development. Such examinations also add to the credibility of individuals and organizations. ISO 9001:2000 is accredited by the International Register of Certified Auditors as an alternative to ISO 9000:2000 series foundation courses.

ISO certification targets quality managers, facilitators, management representatives, internal auditors, consultants, registrars/certification body auditors, other registrars/certification body personnel, independent auditors, purchasers and accreditation body auditors.

ISO examinations are held six times a year in Jordan and abroad. Those who successfully pass the examination are awarded a certificate of completion accredited by the International Standardized Testing Organization indicating full comprehension of ISO 9000:2000 series.

## Training courses

Training sectors covered by AKMS programs include management development, sales and marketing, behavioral and administrative skills, human resources and total quality.

AKMS also provides the service of identifying training needs and preparing training plans. This service is represented in helping AKMS management in designing an appropriate methodology to identify the institutional, functional and personal needs of employees in all administrative units, and to select the suitable tools for monitoring, classifying and organizing those needs within an integrated training plan.

## Sample of Training Courses

- Process Design and Performance Improvement
- Human Resources Management
- Focus on Customer in Organizations
- Management Skills for New Managers
- Future Role of Quality Managers
- Knowledge Management
- Job Analysis and Evaluation
- Customer Service and Complaint Handling

## Society Achievements in 2013

### ACQM program- Bahrain

1. Working with the Bahrain office, within the (Tamkeen) initiative, to train individuals in the Arab Certified Quality Manager (ACQM) program. A number of examination sessions were held for the participants and certificates accredited by the Institute of Leadership and Management (ILM) were issued for those who successfully passed the examination.
2. Communicating with colleagues at the Bahrain office and providing them with the necessary documents to renew the accreditation of the ACQM program from the Bahraini Ministry of Labor.

### ACQM program- Jordan

1. Holding the "ACQM" program in Jordan during the period 14-23/2/2013, where the program targeted people working in the field of quality management in particular and management in general, in public and private institutions inside and outside Jordan.
2. Holding the "ACQM" program in Jordan during the period 4-16/5/2013, where the program targeted people working in the field of quality management in particular and management in general, in public and private institutions inside and outside Jordan.
3. The "ACQM" program accredited by the British Institute of Leadership and Management (ILM) was held in Jordan during the period 21/9/2013- 3/10/2013 at the Talal Abu-Ghazaleh University (TAGIUNI).
4. Starting communication with a number of specialists in the fields of management and knowledge to develop the examination forms for the (ACQM) program, in addition
5. Evaluation of training hours for the "ACQM" program, based on an assessment by participants and lecturers, so as to cover the topics of the program in an efficient manner.



### **“ACQM” Program Examinations**

1. An examination session was held for participants in the “ACQM” program during the period 14-23/2/2013.
2. An examination for participants in the “ACQM” program (Bahrain-Tamkeen initiative) was held on Sunday 7/6/2013, where 27 people sat for the examination.
3. A number of people registered for the “ACQM” program examination in Libya, Riyadh, Gaza, Jordan, and Egypt.
4. The “ACQM” program examinations were held on 30/6/2013 for all those who attended the training sessions since the beginning of 2013, in addition to all those who failed to attend sessions in previous years.
5. The “ACQM” program examinations were held on 17/11/2013 for a number of participants in the Kingdom of Bahrain within the Tamkeen initiative.
6. The “ACQM” program examinations were held during the period 9-16/11/2013 for a number of participants in the program from Jordan.

### **Advanced Certificate in Leadership**

1. Holding the “Advanced Certificate in Leadership” program, which is accredited by the British Institute of Leadership and Management (ILM) in Jordan during the period 23-26/6/2013, where the program targeted senior positions of leadership in the Arab Bank and Aqaba Special Economic Zone Authority “ASEZA”, in addition to a consulting firm in Jordan.

### **Training Offers**

1. Providing the training manager at the Abu Dhabi office with a technical and financial offer for the “ACQM” program to be sent to one of the government bodies.
2. Providing the Telecommunication Regulatory Commission “TRC” with a technical and financial offer for the specialized (Knowledge Management) program targeting the knowledge management team at TRC. Communication is made with them on ongoing basis for any information about this offer.
3. Contacting the Development and Employment Fund, through Mr. Ayman Mahmoud Barham- Director of Administration, to present the programs and training services provided by the Society.
4. Contacting a number of government agencies to offer the services of the Society. The most important of these agencies was the Telecommunications Regulatory Commission (TRC), which has already been provided a technical and financial offer for the Management knowledge program targeting its staff.
5. Providing colleagues in the Riyadh office with detailed information about the Society’s accredited programs, such as the (ACQM) and (Advanced Certificate in Leadership), in order to be included in the technical and financial offer provided to the General Organization for Water Desalination.

### **Cooperation Agreements**

1. There is a communication with the Director of Feker Company in the Khobar city for cooperation in the field of training, especially the Society’s accredited programs. The Khobar office will be contacted in this regard.
2. Signing a cooperation agreement with the Zarqa Private University for cooperation in the fields of training and professional certification, as well as the delivery of knowledge and management services.

### **Institute of Leadership and Management (ILM)**

1. A visit was paid by the (ILM) representative as part of the annual visits to review the ILM accredited programs in the Society, in terms of registration procedures, quality assurance, Society staff, and all matters relating to the implementation of programs. The representative had a tour at the Talal Abu-Ghazaleh University and was briefed about the services provided through the University.
2. Arrangements are made for the accreditation of a new program in the field of human resources by the (ILM). Constant communication is made to provide (ILM) with the required details of the program.
3. Arranging for communication with the (ILM) for cooperation in its own training programs.
4. Amending the name of the ACQM program as of the beginning of next year. Communication was made in this regard with the (ILM), where the name “Professional Quality Manager” was chosen instead of the “Arab Certified Quality Manager”.

### **Future Plans**

1. The Announcement of 2014 training plan of the Society, which included the accredited professional programs of the Society, in addition to a number of specialized training courses in the field of management, marketing, and other points of interest. The plan is to be promoted and sent to interested parties.
2. The Development of a new database to target different sectors through the services of the Society.

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