

Arab Knowledge and Management Society (AKMS) Annual Report 2008



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

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AKMS Chairman's Speech

Dear Members,

Allow me to present you with the annual report of the Arab Knowledge and Management Society (AKMS), which includes our major achievements during 2008 as well as our continuing plans and programs.

This report sheds light on all the achievements made and those still in progress according to the plan and strategy developed by AKMS management and approved by the AKMS General Assembly.

AKMS held a number of training courses throughout the year that covered many subjects in different areas and plans to expand its activities in the field of training next year. This is in addition to AKMS' invitation to hold work meetings and

lectures and its participation in international conferences and exhibitions in Jordan and abroad.

In addition, AKMS has increased the training activities it offers through holding several courses of the Arab Certified Quality Manager (ACQM), a program which gained distinguished status across the Middle East since its launch back in 2007 in cooperation with the Talal Abu-Ghazaleh College of Business (TAG-College) at the German-Jordanian University (GJU).

Finally, I wish to thank you for your continuous support in attending AKMS meetings. I really appreciate your assistance and support, which will better enable us to achieve our objectives. Further, I would like to extend my appreciation to AKMS management for their role and efforts in implementing present and future plans and programs.

Talal Abu-Ghazaleh



1. About AKMS

Establishment

The Arab Knowledge and Management Society (AKMS) was established as a non-profit institution on August 29, 1989 in New York. AKMS was officially registered in Amman on July 10, 1990 under the name "Arab Management Society".

The idea of establishing AKMS came after managers and businesspeople recognized the importance of their role and its impact on serving business communities in their countries. The name of the Society was amended to become the "Arab Knowledge and Management Society" in order to emphasize its objective, represented in the creation of a knowledge society that utilizes modern management and technology to effectively develop Arab capabilities. AKMS is currently operating through its professional representatives in 18 Arab countries.

Vision

To play a pioneering role in organizing, directing, motivating, and developing the capacities of Arab individuals and institutions in order to create an Arab Knowledge Community.

Mission

To enhance awareness as well as exchanging expertise and skills in the fields of knowledge and management amongst individuals and institutions in the Arab world, through executing specialized programs and activities to develop their managerial and technical potentials.

Objectives

AKMS endeavors to realize the following:

- Provide members with a continuous flow of information on subjects of interest to the Arab world, in order to keep them abreast of new developments in management and knowledge issues.
- Provide high-quality training and education that satisfy the needs of Arab organizations and individuals.
- Hold professional programs related to the management field with recognized excellence standards and which contribute to the development of capabilities in the Arab world.

- Contribute to the development of Arab establishments and companies in both the public and private sectors.
- Promote constructive cooperation between professionals in management and quality.

Members of the Board of Directors 2008

	Name	Position	Career
1	Talal Abu-Ghazaleh	President	Chairman, Talal Abu-Ghazaleh Organization
2	Samar Al-Labbad	Executive Vice President	Deputy Chair, Talal Abu-Ghazaleh Organization
3	Prof. Abdel Rahman Al Attar	Vice President	Chairman, Attar Group
4	Hanan Al-Hidmi	Secretary	Manager, Arab Knowledge and Management Society
5	Prince Bander Bin Abdallah Bin Mohammed Al-Saud	Board Member	CEO, Sorooof International
6	Baher Esmat	Board Member	Middle East Liaison, Internet Corporation for Assigned Names and Numbers (ICANN)
7	Dr. Rawda Al Mutawa	Board Member	President, Emirates Businesswomen Council
8	Aziza Al-Khateeb	Board Member	General Manager, Added Value
9	Dr. Sabri Saidam	Board Member	Professor, Birzeit University
10	Jamil Wafa	Board Member	Chairman and Chief Executive, Unitag Group
11	Anwar Helmi	Board Member	Public Relations Manager, Alsalam Aircraft Co.
12	Abdulaziz Al-Mutairy	Board Member	Assistant General Manager, The Centennial Fund (TCF)
13	Prof. Adnan Nayfeh	Board Member	President, Zarqa Private University
14	Prof. Humam Ghassib	Board Member	Advisor, Prince El Hassan Bin Talal,
15	Dr. Munther Al-Masri	Board Member	Arab Thought Forum
16	Prof. Anwar Al-Battikhi	Board Member	President, National Center for Human Resources Development
17	Bassem Al-Otaibi	Board Member	President, Jordan Society for Scientific Research
18	Mohammad Al-Masroji	Board Member	Senior Consultant, Dubai Government
19	Alaa Al-Din Al-Radhi	Board Member	Chairman, Palestinian Businessmen Association Engineering Consultant
20	Darwish Al-Khalili	Board Member	Vice President, Middle East Complex for Engineering Electronics and Heavy Industries
21	Fawziah Abu Al-Khayal	Board Member	Lecturer, Riyadh University for Girls
22	Shaikhah Nadia Al-Dossary	Board Member	CEO, Al Sale Trading & Contracting Co.
23	Sabah Tomah	Board Member	Consultant, Minister of Planning in Kurdistan
24	Sheikh Mohammad Al Qurashi	Board Member	CEO, Abdul Samad Al Qurashi Co.



2. AKMS Activities

There are currently 18 Arab countries enjoying the services provided by AKMS. This indicates that AKMS stresses the importance of serving and supporting all sectors in said countries, allowing individuals and companies to develop their knowledge and skills and enabling them to achieve further development and growth through the professional services provided by AKMS.

The services provided by AKMS can be summarized as follows:

- Arab Certified Quality Manager Program (ACQM)
- International Standardized Testing Organization examinations (ISTO)
- Specialized training courses
- Specialized publications in the field of business

ACQM Program

The ACQM program provides a professional certificate accredited by the Institute of Leadership and Management (ILM), an institute established in order to develop the skills of managers and leaders across the world by providing

specialized qualifications and diversified knowledge resource programs.

This program aims to raise practitioners' level of performance according to international quality standards. It is applicable to managers of institutions and factories and professionals seeking to increase their effectiveness as well as individuals concerned with quality who have professional experience or hold academic certificates.



ISTO (ISO 9000:2000) Examination

ISTO examination help professionals understand the international ISO 9000:2000 and 2004:14000 series, acquire additional qualifications as part of their professional development and add to the credibility of individuals and organizations. The ISO 9001:2000 examination has been accredited by the International Register of Certificated Auditors as an alternative to the ISO 9000:2000 foundation course.

ISTO targets the following groups: quality managers, facilitators, management representatives, internal auditors, consultants, registrars/certification body auditors, other registrars/certification body personnel, independent auditors, purchasers and accreditation body auditors.

ISTO examinations are held six times a year inside and outside Jordan. Those who pass the exam are awarded certificates accredited by ISO and by AKMS indicating that they understood the ISO 9000:2000 series of standards. In addition, the names of those who pass the examination are posted on the following ISO website: www.isto.ch.

Training Programs

Through its training plan, AKMS aspires to translate its goals by contributing to the development of human capabilities across the Arab world. To this end, AKMS has developed a "new vision" which can be materialized through up-to-date scientific methods and experiments by selecting suitable training programs that meet the needs determined by scientific methodology. The cumulative expertise of those who work at AKMS can make this vision come true. Moreover, AKMS invites local and international speakers who introduce training programs and workshops and provides an annual training plan that includes the latest training courses in fields such as marketing, HR management, communication skills, leadership, project management, etc.

Training sectors covered by AKMS programs include management development, sales and marketing, behavioral and managerial skills, HR and total quality.

In addition, AKMS provides services such as determining training needs and preparing training plans. Through these services, AKMS management provides help in developing an appropriate methodology to determine the training needs of establishments, employees and individuals who work in all management units. AKMS selects suitable tools to determine, categorize and organize such requirements in the form of an integrated training plan.

Publications

1- Business Guide to the World Trade System

This guide was published at a time when the world trade system became increasingly globalized and where the rules governing the system became more precise. This is the second edition of the guide with the same title, and it comes as a response to several requests and suggestions by those who had

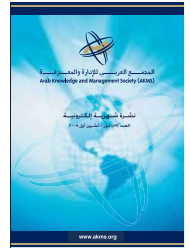


the first edition. The guide is a reference for those interested or those who work in foreign trade.

2- Abu-Ghazaleh Accountancy & Business Dictionary

This dictionary contains accounting and commercial terms used by professional and international bodies and committees. It also contains computer and Internet terminology as well as new terms introduced by information technology.

It is very comprehensive and meets the needs of accountants, auditors, bankers, businesspeople, companies, government workers and those in the fields of economics and law. It also serves as a basic reference for students of universities, colleges and institutions in their studies and work.



3- Monthly Bulletin

AKMS issues a monthly electronic bulletin which includes the latest news with regards to AKMS plus specialized articles in the field of management.

AKMS members have received letters notifying them that their scientific and economic articles and reports, which deal with the latest developments and issues in terms of management and quality, can be published. The bulletin seeks to encourage members to share their ideas with AKMS and other members.



AKMS Membership in Arab and International Institutions

AKMS has been able to become a member of a number of Arab and international committees and groups, which are:



- Chartered Quality Institute (CQI)



- ISO Technical Committee 176 for International Standards and Specifications (ISO/TC 176)



- Internet Corporation for Assigned Names and Numbers (ICANN)



- Arab Quality Assurance and Accreditation Network for Education (ARQAANE)



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3. AKMS 2008 Achievements

Local and International Cooperation Agreements

One of the most important achievements of AKMS is concluding several academic and professional agreements through which AKMS seeks to benefit all its members in the Arab world. These agreements include, but are not limited to:

- Cooperation agreement with the International Standardized Testing Organization (ISTO)
- Cooperation agreement with the Saudi Management Association (SMA)
- Cooperation agreement with the Jordan Society for Quality (JSQ)

In addition, some previously signed agreements, which aim to organize meetings in the fields of management and knowledge, have been renewed. AKMS has taken part in organizing conferences, seminars, symposiums and workshops to discuss issues concerning thought and management development. Moreover, AKMS has participated in the design and implementation of training courses and seminars to develop skills in different fields of management.

“In 2008, AKMS signed and renewed several cooperation agreements which will enhance, lower the cost of and spread the services provided.”

AKMS Meetings

Meeting of the Multilingual Internet Initiative Concludes in Cairo February 6, 2008



Presided over by Talal Abu-Ghazaleh, AKMS president, the first meeting of the Multilingual Internet Initiative (MII) was concluded in Cairo. The meeting brought together the founding members of the Board of the MII to discuss the most pressing issues surrounding Internet multilingualism. These include promotion of the Arabic content on the Internet and the process of introducing new generic top-level domains (gTLDs) by ICANN.

The Internet Corporation for Assigned Names and Numbers (ICANN), www.icann.org, is an internationally organized non-profit corporation that has responsibility for Internet protocol address space allocation, protocol identifier assignment, generic (gTLD) and country code (ccTLD) top-level domain name system management and root server system management functions.

AKMS President Opens ICANN Meetings in Dubai April 2, 2008

The UAE Telecommunications Regulatory Authority (TRA) hosted the regional meeting for the Internet Corporation for Assigned Names and Numbers (ICANN).

Talal Abu-Ghazaleh, AKMS president, opened the meeting, which was attended by government representatives, policymakers, country code top-level domain (ccTLD) managers, registration offices representatives, registrants and IT service providers.

AKMS took part in developing the mechanisms necessary to ensure the future stability and security of the domain name system (DNS), establishing effective accountability mechanisms and strengthening relationships with the business community as well as other stakeholders.

APRALO General Assembly February 2, 2008

AKMS participated in the General Assembly of the Asia-Pacific Regional At-Large Organization (APRALO), which was held in New Delhi, India on February 2, 2008. AKMS representative Bilal Biram attended the meeting, where AKMS was nominated as president of APARLO.

Multilingual Internet Initiative MII Meetings January 1, 2008



In Cairo, AKMS held the Multilingual Internet Initiative (MII) meetings. The meetings were presided over by AKMS president Talal Abu-Ghazaleh, chaired by Samar Al-Labbad, AKMS vice president and co-chaired by Baher Esmat, Middle East liaison officer of the Internet Corporation for Assigned Names and Numbers (ICANN). The meeting focused on a range of key themes, including promotion of the Arabic content on the Internet and the process of introducing new generic top-level domains (gTLDs) by ICANN.

June 23, 2008

In Paris, AKMS organized the second meeting of the Multilingual Internet Initiative (MII) Board. The meeting was attended by representatives of Arab countries domain names registrars and the country code names supporting organization (ccNSO) affiliated with ICANN, as well as representatives of international organizations specialized in this field.

A number of recommendations were issued at the end of the meeting, including:

- Supporting AKMS as a coordinator of valuable initiatives to introduce the Arabic alphabet to Internet usage, similar to that of the Latin alphabet.
- Including new members in the MII such that all Arab countries are represented in the Board of the initiative as well as the inclusion of non-Arab countries that use the Arabic alphabet, and Arab and international organizations.
- Urging Arab nations to utilize the fast track adopted by ICANN for using the Arabic alphabet in country code domain names through a letter sent by the initiative to competent Arab bodies.
- Applying to ICANN for the Arab accreditation, like the EU accreditation, to support Arab presence and unity in the field of the Internet through the Arab League.

First Meeting of the Advisory Board of the Arab Certified Quality Manager Program (ACQM) January 28, 2008

The Advisory Board of the Arab Certified Quality Manager (ACQM) program held its first meeting in Amman on January 28, 2008. Talal Abu-Ghazaleh, president of the Arab Knowledge and Management Society, presided over the meeting. Nigel Croft, vice president of the Advisory Board, participated in the meeting in addition to management leaders including Osama Hammad, chairman of the Jordan Society for Quality and engineer Ahmad Al-Attas, executive member of the Saudi Arabian Quality Council. The board addressed issues regarding the ACQM program and discussed the declaration of the results for those participating in ACQM for the first time.

ACQM Examinations

From October 12-20, 2008, the Arab Certified Quality Manager (ACQM) examinations were held for the training courses' session organized in July 2008. The examination results were given to participants, and makeup examinations are to be scheduled for participants who have not passed all the modules of ACQM examination.



From March 23-27, 2008, ACQM makeup examinations were held for participants who failed one or more of the examination modules and for participants who postponed ACQM examination.

ACQM Program Certificates

Participants in the first Arab Certified Quality Manager (ACQM) program, held in 2007, received their certificates which are accredited by the Institute of Leadership and Management (ILM). Preparations are underway to organize certificates awarding ceremony for the first and second sessions.

ACQM Program Held for the Second Time

The Arab Certified Quality Manager (ACQM) program was held for the second time July 13 - August 19, 2008 where a detailed report on the program was prepared.

A general assessment of all the trainers of the program was conducted to determine the participants' level of satisfaction in respect of the program's training material and trainers. The assessment was conducted in order to enhance the said material and improve general performance. A press release was issued to local as well as Arab newspapers with regard to the completion of ACQM's second session

Continued Enhancement of ACQM Program

AKMS has conducted a comprehensive assessment for ACQM program. The assessment; which covers participants' opinions and performance in the first ACQM program, held July 29 - August 28, 2008, measures the extent of actual benefit and professional development gained by the program's participants. Participants pointed out that said program has highly developed their technical and managerial skills. They also said that the program has positively influenced their performance in terms of planning for work, looking into the surrounding circumstances and dealing with any developments at work, and solving any relevant problems using a scientific and practical approach that does not compromise productivity.

ACQM Presentations and Introductory Seminars

AKMS has delivered several introductory seminars on the Arab Certified Quality Manager (ACQM) program in a number of Arab countries. The most noticeable seminar was the one which targeted the members of Jordan Society for Quality (JSQ) on July 1, 2008. A huge audience attended the seminar which attracted many participants to the program.

In addition, there were comprehensive presentations on AKMS's activities and services which discussed the possibility of cooperation in training and consultations particularly the accreditation of AKMS training centers for conducting ACQM programs. These presentations were provided by AKMS to a number of companies and establishments in the Arab world. A brochure has been prepared for the training centers wishing to obtain the rights of providing both the program and the examinations.

Knowledge-Related Activities and Events

Knowledge Management Asia 2008 Conference November 25-27, 2008

AKMS took part in the Knowledge Management Asia 2008 Conference as a supporting partner promoting for this event which was held July 25-27, 2008 in Singapore. Cooperation areas as well as the obligations of both AKMS and KM Asia 2008 were agreed upon.

Quality and Best Practices Forum of King Abdul Aziz Quality Award October 20-22, 2008

The Arab Knowledge and Management Society (AKMS) participated at the Quality and Best Practices Forum of King Abdul Aziz Quality Award convened in Riyadh- KSA.

The Forum was attended by international experts in the quality field. Representatives concerned with quality from the private and public sectors were also among the participants. The discussions with said experts took place in order for AKMS to expand the scope of its activities in quality and other fields as well.

The 1st Annual Education Exhibition in Jordan 2008 June 25-26, 2008

The Arab Knowledge and Management Society (AKMS) participated in the 1st Annual Education Exhibition in Jordan which was held June 25 - 26 2008. The event was attended by several local and international academic establishments. AKMS as well as its activities and publications were introduced in the exhibition. Main focus was on introducing ACQM program.

Amman International Book Fair July 15-27, 2008

In Amman International Book Fair, AKMS promoted all its activities and publications the most important of which is Abu-Ghazaleh Accountancy & Business Dictionary and the Electronic Talal Abu-Ghazaleh Encyclopedia (TAG-PEDIA).

Specialized Workshop on Knowledge Economy September 9, 2008



The Arab Knowledge and Management Society organized a specialized workshop entitled "Knowledge Economy in Distinguished Schools". The workshop, which targeted schools' principals, supervisors, administrators, and IT personnel; focused on the use of knowledge economy and management as a way of enhancing performance of education at schools. The workshop also drew a comparison between traditional and modern knowledge economy as well as the economy of abundance and the economy of scarcity.

Queen Rania National Entrepreneurship Competition (QRNEC) 2008 November 6, 2008

On November 6, 2008, the Arab Knowledge and Management Society AKMS attended Queen Rania National Entrepreneurship Competition (QRNEC) 2008 which is one of El-Hassan Science City's establishments.

The competition aims at developing entrepreneurship culture among the youth in Jordanian universities as well as among entrepreneurs from the public to help them turn their ideas into successful work plans.

Creative Commons Lecture October 29, 2008

The Arab Knowledge and Management Society (AKMS), in coordination with Talal Abu-Ghazaleh Organization (TAG-Org), organized a lecture entitled "Creative Commons in the Arab Region, Necessity and Privileges". The lecture was delivered by the CEO of Creative Commons (CC) Organization, Joichi Ito at Talal Abu-Ghazaleh Business Forum (TAG-Forum).

Great audience from both the private and public sector attended the lecture especially universities' academics and students. Creative Commons is a tool for supporting creative cooperation among individuals and enlarging the boundaries of intellectual production to reach as much individuals as possible in order to build an integrated, creative and intellectual knowledge society.

2008 Edition of ISO 9001

The Arab Knowledge and Management Society (AKMS) participated in preparing the 2008 edition of ISO 9001 pertaining to the 2004 edition of ISO 14001 Environmental Management Standards through ISO Technical Committee 176 which is responsible for issuing and modifying ISO 9000 series.

The Arab presence in the Experts Committee WG 18M was limited to three permanent members out of 120, namely; AKMS representative Eng. Khalid Abu-Osbeh and two representatives from the Egyptian Organization for Standardization.

The 2008 edition of ISO 9001 is the fourth edition since first issued in 1987. ISO rules and instructions require that specifications be reviewed each 5 years to identify whether they need modification, development and/or withdrawal.

Specialized Lecture on ISO 9001 for the year 2008 December 15, 2008

The Arab Knowledge and Management Society (AKMS) organized a lecture at Talal Abu-Ghazaleh College of Business (TAG-College), German-Jordanian University, on the new edition of ISO 9001 for the year 2008.

The lecture attracted huge audience from all sectors and ISO 9001 certified corporations; including pharmaceuticals companies, hospitals, food companies, real estate companies, the Ministry of Education and some private schools. The lecture was delivered by Eng. Khalid Abu Osbeh, an executive director at Talal Abu-Ghazaleh Organization and AKMS representative in the ISO Technical Committee No. (176) which is responsible for issuance and amendment of the ISO series.

Abu Osbeh focused on providing the opportunity to those interested in quality systems and ISO 9001 to learn about new standards and their amendments prior to issuing them just as their counterparts in developed countries do.

AKMS similar lectures scheduled for next year in Saudi Arabia, the UAE, Kuwait, Bahrain and Syria.

Arab Quality Assurance and Accreditation Network for Education (ARQAANE)

The Arab Knowledge and Management Society (AKMS) has become a member of ARQAANE; an international non-profit association established in Belgium in July 2007 with the fundamental objective of raising the quality of education especially in the Arab world.

AKMS has also issued a special edition of its monthly bulletin including all the bulletins released in 2007. Moreover, AKMS issued fruitful additional articles in the field of management prepared by some of AKMS members. Several members have said that the content of the special addition has appealed to them.

"The knowledge society studies, communicates, revolutionizes, governs, trades, and establishes systems. It is a society that moves ahead in all aspects of life using digital technology. It has a digital nervous system which provides it with unlimited sources for managing knowledge."

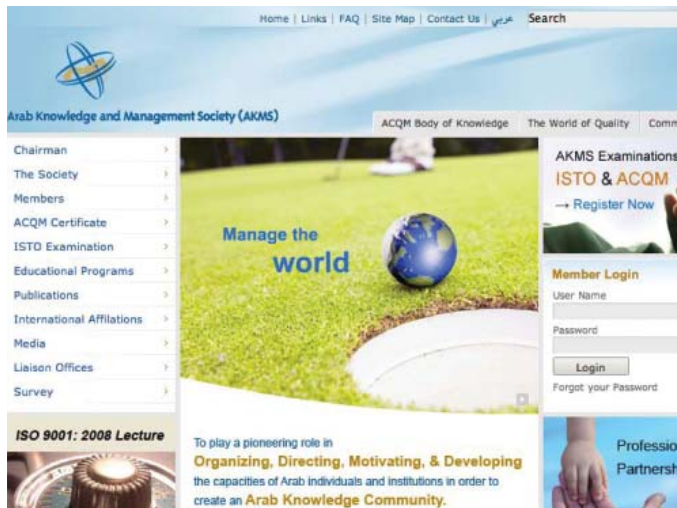
AKMS New Members

In 2008, the number of AKMS members reached (202) as the following members joined AKMS:

“AKMS seeks to be an effective means and a cornerstone in the development of the Arab knowledge society”

	Name	Establishment	Country	Type of Membership
1	Messrs Jordan Aircraft Maintenance Company (Joramco)	Jordan Aircraft Maintenance Company	Jordan	Institutions
2	Mr. Zaher Mashharawi	Mustafa Mashharawi Gas Co.	Palestine	Individual
3	Mr. Haitham Dawood	Talal Abu-Ghazaleh & Co. International	Egypt	Individual
4	Mr. Khalfan Al-Wehwi	Royal Court Affairs	Oman	Individual
5	Mr. Bashar Al-Tarawneh	King Abdullah II Design and Development Bureau (KADDB)	Jordan	Individual
6	Mr. Samer Younes	Tamleek Real Estate	Jordan	Individual
7	Messrs Al Moalem Institute	Al Moalem Institute	Bahrain	Institutions
8	Mr. Mansour Al-Rawahi	Royal Court Affairs	Oman	Individual
9	Mr. Anwar Al-Husaini	Royal Court Affairs	Oman	Individual
10	Mr. Mohammad Kharouf	Talal Abu-Ghazaleh & Co. International	Jordan	Individual
11	Messrs Abdul Hameed Shoman Foundation	Abdul Hameed Shoman Foundation	Jordan	Institutions
12	Messrs Sorooof International	Sorooof International	KSA	Institutions
13	Ms. Amal Bani Arrabah	Royal Court Affairs	Oman	Individual
14	Mr. Najeeb Al-Hilali	Royal Court Affairs	Oman	Individual
15	Mr. Sultan Al-Rwili	The Centennial Fund	KSA	Individual
16	Mr. Amre Hattab	Talal Abu-Ghazaleh & Co. International	Jordan	Individual
17	Mr. Yousef Al-Harhi	-	KSA	Individual
18	Mr. Fadel Al-Hrasi	Royal Court Affairs	Oman	Individual
19	Mr. Abdul Khalik Al-luati	Ministry of Defense	Oman	Individual
20	Mr. Issa Al-Thaher	Consultant	Jordan	Individual
21	Messrs The Centennial Fund	The Centennial Fund	KSA	Institutions
22	Mr. Alaa' Sa'eed	Talal Abu-Ghazaleh & Co. International	Jordan	Individual
23	Mr. Mohammad Al-Aghiri	Ministry of Defense	Oman	Individual
24	Mr. Ahmad Al-Rawwas	Ministry of Defense	Oman	Individual
25	Mr. Yousef Al-Swaid	-	KSA	Individual
26	Mr. Abdullah Taher	Tantheefco Dubai	UAE	Individual
27	Mr. Saif Al-Ma'ooli	Ministry of Defense	Oman	Individual
28	Ms. Lina Al-Mizied	Specialized Medical Center Hospital	KSA	Individual
29	Mr. Fahed Al-Ma'mari	Ministry of Defense	Oman	Individual
30	Ms. Amani Al-Shaf'ee	Dr. Addul Rahman Al-Mishari Hospital	KSA	Individual
31	Mr. Mohammad Al-Anbari	Ministry of Defense	Oman	Individual
32	Mr. Khilil Al-Bloshi	Ministry of Defense	Oman	Individual
33	Dr. Abulrahman Al-Hashimi	The Arab Academy for Graduate Studies	Jordan	Individual
34	Mr. Salem Al-Riami	Ministry of Defense	Oman	Individual
35	Mr. Mohammad Al-Qaiem		KSA	Individual
36	Mr. Waheed Hammoudah	Talal Abu-Ghazaleh & Co. International	KSA	Individual
37	Mr. Abdullah Al-Abri	Ministry of Defense	Oman	Individual

AKMS Website



- Through its website, the Arab Knowledge and Management Society (AKMS) has participated in the “Best Website in Jordan” competition due to its distinguished design and useful information as well. The contents and design of the website have been updated and modified to keep pace with the latest developments and activities of AKMS.
- AKMS portal has been completed, and all the files and documents of pertaining to AKMS have been uploaded. The portal has been properly organized in a way that allows uploading and accessing of files in an easy manner.
- The “Advanced Training Programs” link has been added to the portal. This link enables members and non-members to select the training courses they need to take in order to know and determine clients’ needs of the training courses.
- The “**Customize your Training Program**” link has also been added to the website. It is a facility that enables clients to determine their training needs by completing the forms of the required training courses and sending them to AKMS.
- The training material of the courses and the programs provided by AKMS from 2006 to 2008 has been uploaded to the website in the members’ area. This will allow members to learn about different and useful training materials.
- The webpage of ACQM on AKMS website has been amended. The webpage is now more comprehensive. It contains the structure and goals of ACQM as well as opinions of previous participants, link to upload ACQM brochure, link to register in ACQM program...etc.
- Work is now underway to establish the Forum page on the website. This is a facility for AKMS members. It enables them to establish fast contact with AKMS staff to respond to their inquiries, communicate with each other, and exchange useful information and news.
- A webpage pertaining to the members of the Board of Directors entitled “How to Become AKMS BD Member” has been added to the website. This webpage allows interested parties to nominate themselves for membership of the Board of Directors. It also allows the current members of the Board to nominate prominent figures to join the following Board.

Mohammed Bin Rashid Al Maktoum Award November 27, 2008



AKMS, in cooperation with Talal Abu-Ghazaleh Organization (TAG-Org), organized an introductory seminar presented by Mohammed Bin Rashid Al Maktoum Award for Arab Management in Amman – Jordan.

The seminar addressed the objectives, components and categories of the Award. Other similar seminars were also held in several Arab countries November, 16-25 2008.

The seminar, which witnessed a considerable presence of public and private organizations, focused on the vision of Mohammed Bin Rashid Al Maktoum Award for Arab Management in contributing to the development of the performance of both government and private sectors in the Arab world. In addition, the Award aims at encouraging the performance of human resources by providing global models and standards for institutional and individual excellence.

The event also focused on developing Arab management and upgrading it to the highest levels in order to help Arab governmental and private organizations to develop their performance and improve their services through the implementation of Total Quality Management.

It is worth mentioning that TAG-Org has signed a Memorandum of Understanding (MoU) with Mohammed Bin Rashid Al Maktoum Arab Management Award. The MoU is a strategic professional partnership between the two parties that aims at developing and managing the 'Arab Management Award'. The MoU also aims at establishing joint cooperation in developing a comprehensive plan for the Award and its aims.

In addition, the MoU aims at expanding the scope and effectiveness of objectives for which the Award was established, restructuring the nature and number of targeted categories and introducing additional categories. Moreover, the MoU tackles nomination conditions and electronic submission of applications, as well as the general restructuring and its procedures and general policies and their objectives.



Mohammed Bin Rashid Al Maktoum Arab Management Award is an annual award granted to institutions, individuals and work teams in the public and private sectors. The Award is intended to encourage application of the best management practices and innovative initiatives in Arab countries, motivate and honor distinguished Arab professionals, raise awareness and promote application of modern management, quality and excellence concepts in the Arab management.

The offices and branches of Talal Abu Ghazaleh Organization and sister or affiliate companies in the Arab countries will be approved as liaison offices to serve the purposes of 'Arab Management Award'. TAG-Org will continuously develop and update the Award website, and exert efforts to nominate Arab prominent figures, in the field of management, as members in the Award's Board of Trustees.



4. Future Activities

ACQM Program

- Holding ACQM program in Saudi Arabia in coordination with the Chamber of Commerce and Industry ,May 23 to June 24, 2009.
- Holding ACQM program in coordination with the Chamber of Commerce and Industry in Muscat. Arrangements have also been made to hold the program in Qatar, Bahrain, Egypt, Morocco, and Kuwait.
- Holding ACQM program in Ras Al-Khaimah in the UAE through the International Academy for Graduate Studies.

Training Programs and Specialized Workshops

- Work is underway to launch the initiative of Human Resources (HR) Officers Qualification Program in Egypt during AKMS annual meeting to be held January 8, 2009. This program includes several important issues; namely: contemporary trends in HR management; organizational environment and its relationship with HR; description, hierarchy, and assessment of roles; and selection and

appointment policies. Targeted groups are managers, heads of departments, supervisors, and HR personnel.

- Work is in progress to organize a workshop in 2009 entitled “Knowledge Management in Distinguished Schools” in Damascus-Syria similar to the one organized in Jordan.
- Making arrangements for organizing a specialized program on knowledge management in Jordan. The program is to target those responsible for the implementation or assessment of knowledge management and its solutions, the private and public companies and institutions participating in King Abdullah II Award for Excellence, and HR and IT managers.
- Work is underway to hold specialized lectures on the new edition of ISO 9001 for the year 2008 in Damascus, Al-Khobar, Riyadh, Jeddah, Kuwait City, and Abu-Dhabi.
- Work is in progress to finalize cooperation between AKMS and Riyadh University for Women. In addition, cooperation is sought with respect to the development of women-related activities in Saudi Arabia in order to extend the scope of AKMS activities there.
- AKMS seeks to become a member of the American Society for Quality (ASQ) in order to enjoy the benefits of membership such as: publications, training programs,

specialized professional programs, and participation in important forums, cooperation with ASQ for accreditation of the professional programs provided by AKMS.

- Making arrangements for organizing a specialized lecture for the students of the University of Jordan, in cooperation with Talal Abu-Ghazaleh (TAG-Academies), entitled "Modern Management Trends or Successful Management Requirements in the Private Sector". The lecture aims at encouraging students to excel, create and contribute to building their personality. The lecture comes as one of the efforts exerted by AKMS to develop the labor force of the future and to market the services it provides. Participants will be awarded training certificates from AKMS and will have the opportunity to participate in a training program at AKMS.
- AKMS has entered into correspondence with ASQ in order to obtain the rights of providing programs specialized in quality such as Six Sigma/ Black Belts.

AKMS Training Programs Plan 2009

Short Training Courses

Location: Jordan

- Process Design and Performance Improvement
- Cost Quality Methods and Benefits
- Project Quality Management
- Management Skills for New Managers
- Measuring Customer Satisfaction and Management Decision
- Performance Management Strategy, Design and Implementation
- Creating Customer Focus Organization
- Job Analysis and Evaluation
- Knowledge Management
- Future Role of Quality Managers
- Six Sigma Green Belt
- Managing to Avoid Human Error

Qualification Programs

- Arab Certified Quality Manager Program (ACQM)
Location: Amman, Kuwait ,Bahrain, Riyadh, Ras Al Khaimah, Doha
- Qualifying Human Resources Officials
Location: Egypt

Workshops and Lectures

- ISO 9001:2008 Lecture
Location: Syria, Saudi Arabia, Kuwait, UAE
- Modern Trends in Management / Private Sector
Location: Jordan, Saudi Arabia

- In addition to the above, customized training courses will be held as per the clients' request.

Abu-Ghazaleh Accounting & Business Dictionary

- Work is in progress to issue a new and updated version of Talal Abu-Ghazaleh Accountancy & Business Dictionary which includes new management and accountancy terms. The dictionary will be prepared in cooperation with the Talal Abu-Ghazaleh Translation, Distribution and Publishing (TAG-TRANSLATORS) and the Arab Society of Certified Accountants (ASCA).

Future Meetings

- Participation in the upcoming annual meeting of the ISO Technical Committee 176 which will be held in Tokyo. The meeting will be hosted by the Japanese Standards Association (JSA). It is expected that the ISO 9004, the Arabic translation of ISO 9001 will be issued along with other important documents and reports with respect to quality management.
- Participation in ICANN meetings which are scheduled for 2009 on March 2, June 21, and October 25.

Development of AKMS Membership

- Laying focus on the suggestions made by members in terms of developing the services of AKMS. AKMS does the best in its power to obtain the updated addresses of members to guarantee continued contact between AKMS and its members.
- Promoting AKMS membership by sending membership invitations to several figures interested and distinguished in the field of management and quality management.
- Publishing articles and the economic and scientific reports prepared by AKMS members which address the latest developments and quality issues on the Arab as well as the international level.
- Laying focus on developing and activating AKMS membership on the level of the Arab world. Membership can be promoted in the Arab countries, the Arab Gulf countries in particular, by sending them membership's brochures and benefits.

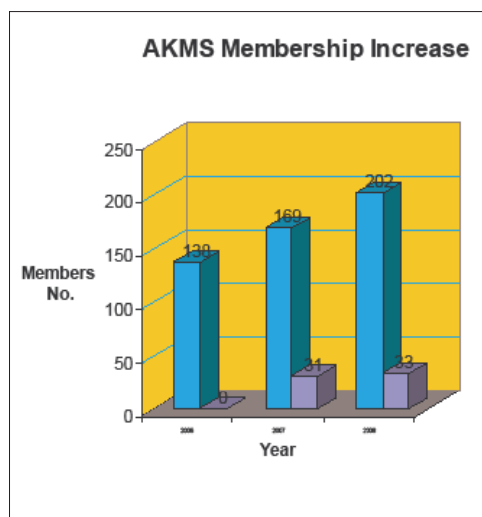
"AKMS staff spares no effort to realize its vision which is supported by AKMS sense of responsibility towards the Arab knowledge society"



5. Statistical Reports

“AKMS seeks to address the areas of interest of both males and females who set high hopes on AKMS to meet their needs and ambitions and enrich their knowledge and skills. AKMS is committed to keeping pace with future developments in all its aspects be they economic, social, scientific, technological, environmental...etc.”

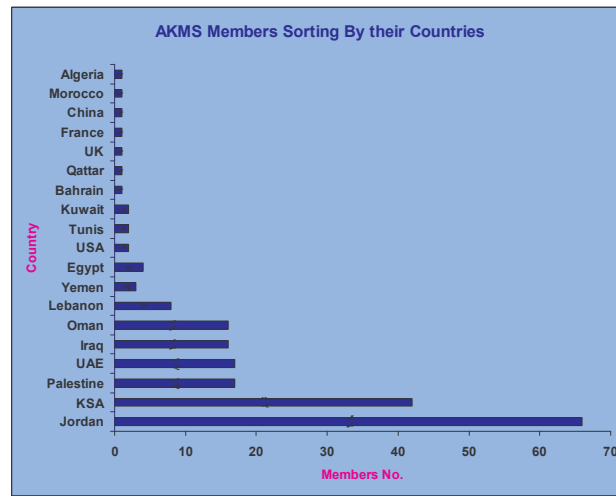
In 2007, the increase in AKMS members reached 31 members; thus, the total number of members reached 169. In 2008, 33 new members joined AKMS and the total number amounted to 202 including the two types of membership; individual and institutions.



Increase	Total Members No.	Year
0	138	2006
31	169	2007
33	202	2008

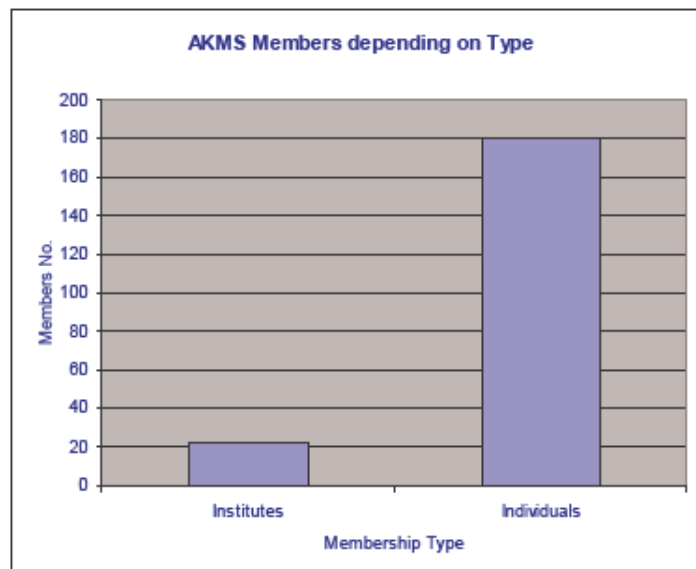
The statistical analysis above indicates that there is a general increase in AKMS members in a wide variety of Arab countries. The largest percentage of members is in Jordan with 66 members followed by KSA with 42 members, Palestine and UAE with 17 members, and Iraq and Oman with 16 members. The number of members in other Arab and non-Arab countries is specified above.

Country	Members No.
Jordan	66
KSA	42
Palestine	17
UAE	17
Iraq	16
Oman	16
Lebanon	8
Yemen	3
Egypt	4
USA	2
Tunis	2
Kuwait	2
Bahrain	1
Qatar	1
UK	1
France	1
China	1
Morocco	1
Algeria	1
Total	202



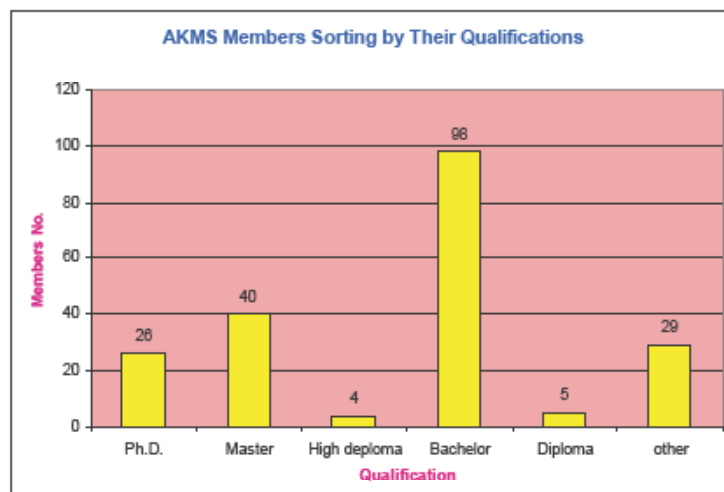
There are 22 corporate members and 180 individual members in AKMS. The total number of AKMS members in 2008 is 202.

Membership Type	Members No.
Institutes	22
Individuals	180
Total	202



The majority of AKMS members are B.A. holders (98 members) followed by M.A. holders (40 members), other academic degrees (29), and finally Ph.D. holders (26 members).

Qualification	Members No.
Ph.D.	26
Master	40
High diploma	4
Bachelor	98
Diploma	5
other	29
Total	202





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