

Course Title	<i>Introduction To Quality Management</i>
Course Objective	<p>1- To introduce the concept of Quality management</p> <p>2- To introduce Quality management systems, Excellence models and Quality improvement tools</p>
Course Brief	<p>This course is aimed at individuals who are seeking to</p> <ul style="list-style-type: none"> • develop to the responsible positions in the Quality management function • To apply quality concepts in their day to day activities <p>Through this program, you will:</p> <ol style="list-style-type: none"> 1. Understand the concepts and principles of Quality Management Systems, specifically the ISO 9000 series 2. Understand the Excellence models and how they can contribute to continuous improvement 3. Understand some of the common tools and techniques used to enhance day to day activities
No. of Days	1
Proposed Timing	8:30 am – 2:30 pm followed by Lunch
Who Should Attend?	Quality supervisors, Non quality managers, Human resources specialists, people interested in continuous improvement
No. of participants	Min 8 - Max 14
Certificate	Issued by: Shawqi Sajwani Quality Consultants
Faculty	Shawqi Sajwani
Course Conducted By	Shawqi Sajwani Quality Consultants

Meet Your Faculty



Shawqi Hamdan Sajwani is a UAE national and an independent consultant in the field of Organizational Excellence, Health Safety & Environment (HSE) and Corporate Social Responsibility (CSR). Prior to this position he was the Group Director, Business Excellence at Dubai Holding Corporate.

Education & Qualifications

- 1- Bachelors in Industrial & Systems Engineering from Georgia Institute of Technology, USA)
- 2- Masters in Quality Management from the University of Wollongong, Australia
- 3- Graduate of Executive Development Program, IMD, Switzerland
- 4- EFQM Assessor - master class
- 5- EFQM approved Advisor
- 6- EFQM Licenced trainer for Journey to Excellence (J2E) & Leaders for Excellence (L4E)
- 7- lead Auditor ISO 9000 series

Work Experience

Mr. Sajwani started his career at General Motors in the USA. He then joined Dubai Aluminum Co. Ltd. (Dubal). During the 20 years (1985-2005) tenure at DUBAL he progressed from trainee to the position of Senior Manager. He played a leading role in the development Dubal and its expansion plans. His positions included Manger, Industrial Engineering, Manager, Training & Development, Manager Quality & Continuous improvement and Manager Health Safety & Environment. He led the complete Dubal operations to ISO 9000 series of certifications and the development of a world class Employee Suggestion Scheme.

Mr. Sajwani served as the Chairman of Dubai Quality Group during 1999 and 2000 and is currently the honorary member on the board.

In 2005, Mr. Sajwani joined Dubai Holding (DH), As Group Director Business Excellence; his role was to establish Excellence Strategy for DH Corporate office. He was also responsible to cascade, monitor and validate the implementation across its business entities, this included; Strategic development and implementation of DH Excellence Award Program and the HSE management program and to drive and support integration of Business Excellence within the organization's business model.

Mr. Sajwani has conducted EFQM assessment in a wide range of companies and was a on the Jury of Dubai Government Excellence Program during 2008.