The Arab International Society for Management Technology (AIMICT)

Member of TAG-Foundation

Guide 2020

Digital Leaders for Managing the Future Economy

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Chairman's Message

Part of our comprehensive campaign designed to embrace the future through science and knowledge, the Arab International Society for Management Technology (AIMICT), was born to guide the global society towards knowledge and creativity.

AIMICT has witnessed quantum leaps and evolution in its diversified programs that include training and capacity building in the areas of information technology, quality and knowledge-based management.

The Society endeavors to provide the market with specialized expertise who are capable of making a positive change in various fields of management through state of the art methods and tools.

It also keeps abreast with the rapid changes in the world and the continuous development, and enhances the performance level, as well as the continuous communication and interaction between the community and relevant institutions.
Welcome to the future …welcome to AIMICT.
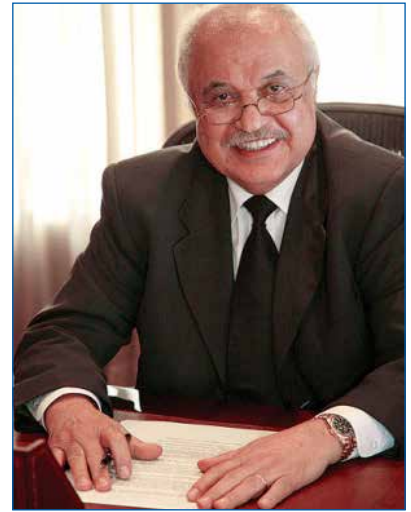
Chairman
Talal Abu-Ghazaleh

About AIMICT

The Arab International Society for Management Technology (AIMICT) is a non-profit organization which was established in 1989 in Buffalo-New York in the US to serve business communities around the world.

In 1990, it was registered officially in Amman in 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 of their role in serving business communities in their countries.

Subsequently, in order to emphasize the Talal Abu-Ghazaleh Organization'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 the "Arab International Society for Management Technology" in order to keep pace with the modern technological developments in different fields.

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

Objectives

- Upgrade, develop and promote high quality research.
- Disseminate the importance of technical training concept 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 support 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 of 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

- **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 database 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:**
  Explore new jobs posted by employers looking for professionals like you through Talal Abu-Ghazaleh Recruitment postings.

Training Programs

The Arab International Society for Management Technology conducts a number of internationally recognized specialized training courses and professional programs. These programs and courses target 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:

ICT
- E-governance Implementation
- Electronic Document Management and Reporting System Strategies
- Vb.net Programing Language
- PHP Programing Language
- Java Programing Language
- Database Programing
- Mobile Application Development (Android)
- Mobile Application Development (iOS)
- Cloud Computing and Virtual Environments
- Websites Design
- Computers Maintenance and Refurbishment
- Information Technology Systems Auditing
- Websites Auditing
- Data Security and Protection
- E-Archiving
- 2G
- 3G
- 4G

Management Technology
- ICT Project Management
- ICT Strategic Planning
- Management Information Systems
- Total Quality Systems in IT Management
- Human Resources Information System Management
- IPv6 Transition Strategies
- Electronic Data Security Strategies
- Information Systems in Management Service
- Modern IT Techniques for Business Support
- Analysis, Design and Creation of Supporting Management Information Systems
- E- Management and How to Deal with Decision Support Systems and Expert Systems
- E-government- Significance and Objectives- Applications and Performance

Management

- Preparation and Development of Organizational Structures and Job Classification and Description
- Recent Trends in Employee Performance Evaluation
- Conflicts Management and Tension in Work Environment
- Performance and Rewards Management
- Talent Management
- Human Resources Policies and Procedures
- Job and Workload Analysis
- Business Development
- Management Development
- Crisis Management
- Change Management
- Time Management
- Meeting Management
- Project Management
- Contract Management
- Knowledge Management
- Emotional Intelligence and Human Resources

Quality Management

- Quality Management Principles
- Total Quality Management Tools
- Balanced Scorecards
- Six Sigma
- Future Role of Quality Managers
- Strategic Planning for Quality Management

Marketing

- Marketing Management and Strategies
- 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

- Marketing Research
- Personal Selling
- Service Marketing
- International Marketing
- Branding and Brand Management
- Consumer Behavior
- Sales Management
- Pharmaceutical Marketing
- Social Marketing

Supply and Storage Chain and Operations Management
- Supply chain Management
- Operation Design and Performance Improvement
- Principles of Logistics Management
- Business Logistics
- Managing and Organizing the Purchasing Process
- International Purchasing Processes
- Warehouse Management and Inventory Control
- Negotiation Skills with Suppliers
- Clearance Processes
- Incoterms 2010
- Preparing and Managing Contracts
- Excellence in the Management of Tenders and Bids

Administrative Support and Affairs
- Administrative and Supervisory Skills Development for Department Heads
- Career Development Skills
- New Approaches to the Development of Employee Skills in Administrative Affairs
- Management Skills for New Managers
- Writing Reports and Correspondence , Memoranda and Administrative Skills
- Communication Strategies
- The Modern Methods of Documentation and Archive
- Documents and Records Management
- E-archiving Management
- The Basics and Principles of Secretarial and Managerial Skills
- Behavioral and Managerial Skills
- Office Etiquette and Management
- Electronic Office Management
- Meeting Management Skills
- Administration and Report Writing Skills
- Typing in Arabic and English

Training

- Linking Career with Development and Training Plans
- Measuring the Cost and Return on Investment for Training
- Needs Determination and Evaluation
- Measure Training Results
- Design of Training Needs
- Capacity Building and Training
- Training of Trainers

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 Certificates

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 in the field of quality management principles and practices.
- Support employers' requirements for qualified employees 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
- Proof of professional memberships (optional)

Preparation Course for PQM

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

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

Examination Fee:
USD 400

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 exam sessions, he/she should re-sit for failed exam(s) in the following exam session.

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. If a certificate is damaged or lost, candidates can email AIMICT management in order to get a letter which certifies that he/she obtained PQM qualification.

Human Resource Management (HRM)

Human Resource Management (HRM) program is a professional qualification program that aims to develop the necessary skills and knowledge of workers in the field of management and Human Resource Planning.

HRM is accredited by the Institute of Leadership and Management (ILM)

Body of Knowledge

• The transformation of Human Resource Management	• Strategic Human Resource Management
• Human Resource Dimension	• The strategic dimension
• The operational dimension	• The functional dimension
• Human resource development and training	• Recruiting and attracting human resource
• Performance Management	• The active roles of human resource manager

Preparation course for HRM
AIMICT holds a 40-hour training course to assist candidates to pass the program examination.

Language: Arabic/English

Registration
A candidate who intends to participate in the (Human Resource Manager) HRM program should fill out the registration form on AIMICT website.

Registration Deadline
Registration deadline is 30 days prior to the date of the training course or the examination.

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
- Copy of professional memberships (optional)

Registration Confirmation
You will receive an email indicating that your registration is confirmed once you fill the registration form and provide all the requirements of the program.

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

If the candidate fails in one of the exam sessions, he/she will re-sit for failed exam(s) in the following exam session.

Receiving HRM Certificate

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

Training of trainers (ToT)

Training of Trainers (ToT) program is a professional qualification program that aims to help candidates to professionally and practically execute the entire training process, through introducing and practicing the most efficient and effective techniques in training needs assessment, training design, delivery, evaluation and development.

The ToT is accredited by the Institute of Leadership and Management (ILM).

Body of knowledge
- Introduction to Learning and Training
- Training Needs Assessment
- Training Planning and Design
- Training Delivery and Instructional Methods
- Training Evaluation and Development

Language: Arabic/English

Registration
A candidate who intends to participate in the TOT program should fill out the registration form on AIMICT website.

Registration Deadline
Registration deadline is 30 days prior to the date of the training course or the examination.

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 (relevant) experience
- Copy of professional memberships (optional)

Registration Confirmation
You will receive an email indicating that your registration is confirmed once you fill the registration form and provide all the requirements of the program.

Examination Description
The exam is held in Arabic or English and is divided into two sections: presentation and written exam.

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.

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

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

Program Fee: JD 300

ISO Accredited Programs

In collaboration with Professional Evaluation and Certification Board (PECB), AIMICT organizes ISO training courses and exam certificates, ISO 9001 and ISO 27001 will be amongst series of ISO training and exams held at the AIMICT.

PECB is a certification body for persons, management systems, and products for a wider range of international standards.

ISO 9001

1. ISO 9001: Foundation Level
Course Objectives
This course enables the participants to learn about the best practices for implementing and managing a Quality Management System (QMS) as specified in ISO 9001, as well as ISO 9004 (Managing for the Sustained Success of an Organization -- A Quality Management Approach). The participant will learn the different components of a QMS, including the QMS quality manual, required procedures, records, measuring performance, management's commitment, internal audit, management review and continual improvement.

Course Outlines
- Introduction to Quality Management System (QMS) concepts as required by ISO 9001
- Implementing requirements from ISO 9001 and Certification Exam

2. ISO 9001 LEAD IMPLEMENTER
Course Objectives
This five-day course enables the participants to develop the necessary expertise to support an organization in implementing and managing a Quality Management System (QMS) based on ISO 9001.

Course Outlines
- Introduction to Quality Management System (QMS) concepts as required by ISO 9001
- Initiating a QMS project based on ISO 9001
- Implementing a QMS based on ISO 9001
- Controlling, monitoring and measuring a QMS and the certification audit of a QMS
- Certification Exam

3. ISO 9001 LEAD AUDITOR
Course Objectives
This five-day intensive course enables the participants to develop the needed expertise to audit a Quality Management System (QMS) based on ISO 9001 and to manage a team of auditors by applying widely recognized audit principles, procedures and techniques.

Course Outlines
- Introduction to Quality Management System (QMS) concepts as required by ISO 9001
- Planning and initiating an ISO 9001 audit
- Conducting an ISO 9001 audit
- Concluding and ensuring the follow-up of an ISO 9001 audit
- Certification Exam

ISO 27001

1. **ISO/IEC 27001 FOUNDATION**
Course Objectives
The two-day course enables the participants to learn about the best practices for implementing and managing an Information Security Management System (ISMS) as specified in ISO/IEC 27001, as well as the best practices for implementing the Information Security Controls of the domains of the ISO/IEC 27002.

Course Outlines
- Introduction to Information Security Management System (ISMS) concepts as required by ISO/IEC 27001
- Implementing Information Security Controls according to ISO/IEC 27002 and Certification Exam

2. **ISO/IEC 27001 LEAD IMPLEMENTER**
Course Objectives
This five-day intensive course enables the participants to develop the expertise necessary to support an organization in implementing and managing an Information Security Management System (ISMS) based on ISO/IEC 27001. Participants will also be given a thorough grounding in best practices used to implement Information Security Controls from all areas of ISO/IEC 27002.

Course Outlines
- Introduction to Information Security Management System (ISMS) concepts as required by ISO/IEC 27001; initiating an ISMS
- Planning the implementation of an ISMS based on ISO/IEC 27001
- Implementing an ISMS based on ISO/IEC 27001
- Control, monitor and measure an ISMS and the certification audit of the ISMS in accordance with ISO/IEC 27001
- Certification Exam

3. **ISO/IEC 27001 LEAD AUDITOR**
Course Objectives
The five-day intensive course enables the participants to develop the expertise needed to audit an Information Security Management System (ISMS) and to manage a team of auditors by applying widely recognized audit principles, procedures and techniques.

Course Outlines
- Introduction to Information Security Management System (ISMS) concepts as required by ISO/IEC 27001
- Planning and initiating an ISO/IEC 27001 audit
- Conducting an ISO/IEC 27001 audit
- Concluding and ensuring the follow-up of an ISO/IEC 27001 audit
- Certification Exam

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

AIMICT 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.
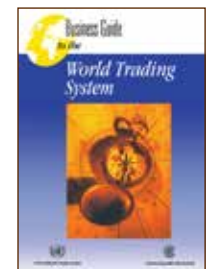
TAG-ICT Dictionary

Talal Abu-Ghazaleh Information and Communication Technology Dictionary (TAG-ICT Dictionary) is one of the new comprehensive English-Arabic dictionaries that meets the needs of IT professionals, specialists and students. TAG-ICT Dictionary includes a new set of common terms, definitions and concepts in information and communication technology.

Contact Information

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