



Con Cert  
Quality Management

*When Quality Matters*




# **TRAINING AND CERTIFICATION CATALOGUE 2017**

[www.ccqm.ch](http://www.ccqm.ch)

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## THE IMPORTANCE OF CCQM TRAINING COURSES IN YOUR EVERYDAY LIFE

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The role of standards often goes unnoticed, but in fact, standards are there to reassure businesses and consumers that products and services are safe, consistent and of quality. In today's world, they are strategic practical tools that are needed to tackle local and global challenges. Being the justification of our society, they provide protection, proven modern solutions, good motives, customer satisfaction, social and economic benefits, facilitate trade with global benefits, and ultimately provide a safer world to live in. In a nutshell, international standards are essential for sustainable development and we count on them.

CCQM Courses are designed to contribute to the standardization of best practices, with the intention to enhance the accessibility of standards and certification to the whole world. CCQM is aware of their importance and that's why it offers its expertise on multiple fields, with services that inspire trust, demonstrate recognition and benefit society as a whole.

CCQM Trainings will help you broaden the knowledge and extend your qualifications further by becoming a Certified Professional.



# CHOOSE WHICH COURSE IS RIGHT FOR YOU

CCQM official training courses are divided into two categories, Management System Courses and Manager Courses. Our team has developed these imperative courses to help you succeed and assure confidence in your everyday life. The courses are based on the best practices and they cover all the requirements of the ISO standards and guidelines.

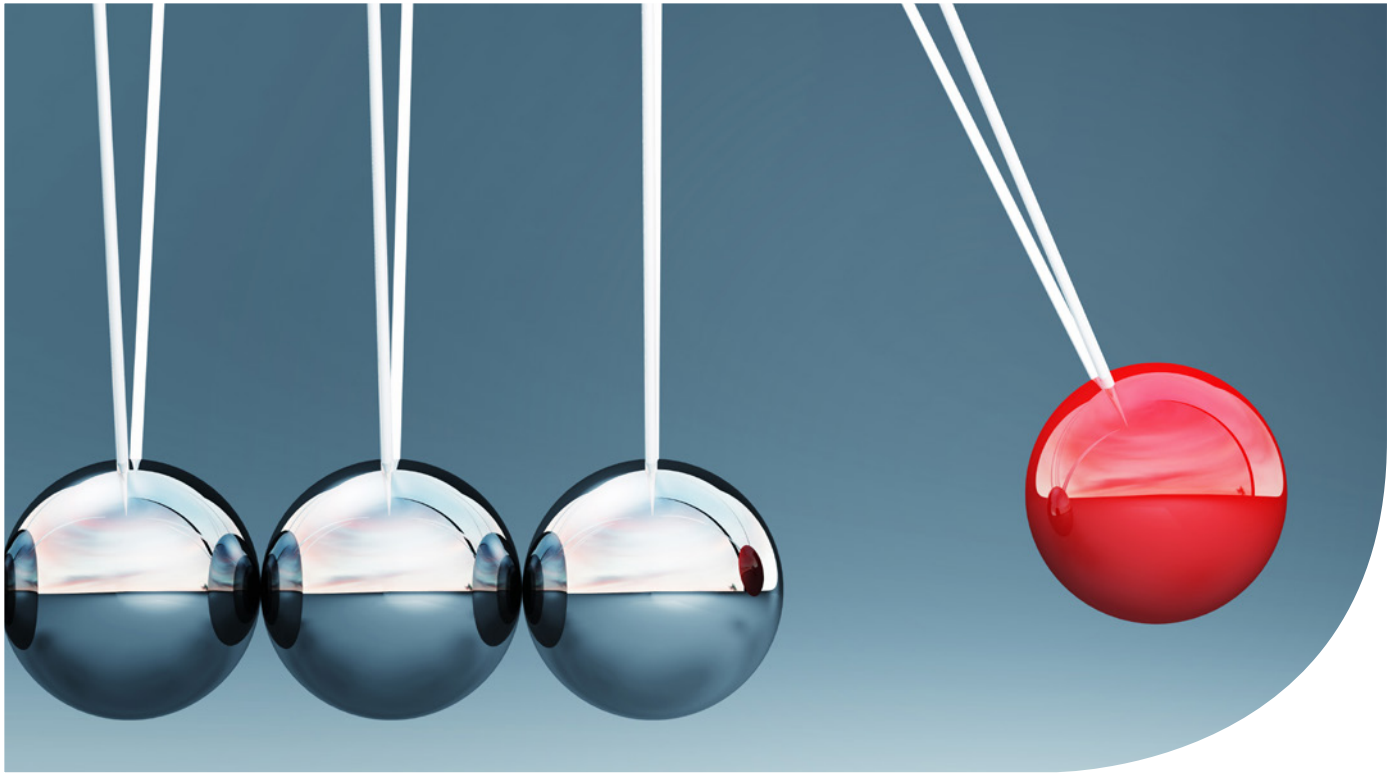
Management System Courses	Who should attend	Duration
<b>Introduction</b>	Individuals who wish to gain or expand their knowledge on the relevant standard or field.	1 day trainings
<b>Foundation</b>	Individuals who wish to learn the basis of implementing a management system and its processes.	2 day trainings
<b>Lead Implementer</b>	Responsible persons for implementing and managing a management system in their company.	5 day trainings
<b>Lead Auditor</b>	Responsible persons for auditing and monitoring management systems.	5 day trainings
Manager Courses	Who should attend	Duration
<b>Introduction</b>	Individuals who wish to gain or expand their knowledge on the relevant standard or field.	1 day trainings
<b>Foundation</b>	Individuals who wish to learn the basis of implementing a management system and its processes.	2 day trainings
<b>Manager</b>	Managers in the relevant field who wish to master the fundamental principles and concepts of a management system.	3 day trainings
<b>Lead Manager</b>	Managers in the relevant field who wish to master their implementation and management expertise.	5 day trainings





# Continuity, Resilience, and Recovery





## CONTINUITY, RESILIENCE, AND RECOVERY

CRR Management refers to the entirety of activities that play a critical role in delivering quality services and are based on strategic approaches for designing, managing and improving the processes and procedures involved in an organization. CRR Management helps to ensure that an organization has in place the needed people and processes to improve the information technology that is used to meet organizational goals.

With the proper training, you will acquire the necessary skills and knowledge to help organizations of any type and industry to remain resilient and attain quality IT services. The implementation of CRR best practices based on international standards in the organization's management systems will ensure business continuity, improve corporate image, maintain and manage an ongoing disaster recovery plan, protect supply chain security, enhance the efficiency of emergency management, and effectively establish a business impact analysis process.

*"ISO 22301 Lead Implementer - this course has been devised by CCQM, a Canadian company and world leader in training material and I have given this course many times and I like it very much because it really introduces persons new to the matter to all the details which are necessary to run a project and to understand what's important."*  
**Wolfgang Mahr, Owner & Founder Governance & Continuity.**



# Business Continuity Management based on ISO 22301

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## WHAT CAN YOU BENEFIT IF CERTIFIED AGAINST ISO 22301?

Being certified against this standard will verify that you have the necessary expertise to establish a framework for identifying, preventing and reducing threats for the organization where you operate and quickly recover in case of incidents and disasters. By providing a cost saving strategy with a significant improvement on the organization`s financial performance, the implementation of this framework has progressive benefits and allows the organization to continue operating efficiently during critical predicaments. In addition, it strengthens your management skills by providing you with a clear understanding of how a business continuity strategy is built. This allows you to be flexible during localized disruptions or international disasters and maintain an efficient delivery of your services even when the business is facing a crisis.

## WHAT BENEFITS WILL IT BRING TO YOUR ORGANIZATION?

Certifying your management system against this standard not only shows that you have met business continuity requirements and are a resilient business, but it also assists you in embedding the BSM approach to comply to requirements. Alongside this, you will be able to reduce the dependence on individuals, because with the implementation of the BSM strategy, with the replacement scheme and documenting of tasks included, your organization will become far less dependent on those individuals.

## ISO 22301 COURSES AVAILABLE AT CCQM

Course	Benefits	Duration
ISO 22301 Introduction	Understand how to introduce business continuity management to your organization.	1 day
ISO 22301 Foundation	Learn about the controls and techniques needed to implement Business Continuity based on ISO 22301.	2 days
ISO 22301 Lead Implementer	Acquire the knowledge and techniques to lead a team in the implementation of a BCMS based on best practices provided by ISO 22301.	5 days
ISO 22301 Lead Auditor	Be able to plan and lead an audit to ensure that organization's management systems are operating in accordance with requirements of ISO 22301.	5 days

CCQM provides a Management System Certification against ISO 22301. By certifying your management system against this standard, your organization will meet business continuity requirements and reduce the dependence on individuals.

For more information on ISO 22301 Management System Certification, visit: <http://www.ccqm.ch/certification/iso-22301-business-continuity-management/>





# Emergency Management based on ISO 22320

## WHAT CAN YOU BENEFIT IF CERTIFIED AGAINST EMERGENCY MANAGEMENT?

This certification proves that you have the expertise to help public and private incident response organizations to enhance their effectiveness and efficiency in managing all types of emergencies (for example, crisis, disruptions and disasters). Based on minimum requirements, an emergency management framework will allow organizations to build organized command and control, and coordination and cooperation between all agencies and other parties. Being ISO 22320 certified proves that you do have the expertise to deliver an effective operation of an emergency management system, by allowing involved parties to operate with joint optimum efficiency.

## WHAT BENEFITS WILL IT BRING TO YOUR ORGANIZATION?

Emergency certification ensures that organizations outline minimum- requirements for the single-and multi-organizational participation of parties implicated in preparing and implementing effective incident responses. It improves relations with authorities by establishing processes of coordination and cooperation which shares a common approach crosswise geographic and organizational boundaries during an incident response.

## ISO 22320 COURSES AVAILABLE AT CCQM

Course	Benefits	Duration
ISO 22320 Introduction	Get an introduction to the requirements of ISO 22320.	1 day
ISO 22320 Foundation	Learn about the minimum requirements to establish an emergency management framework in accordance with ISO 22320 requirements.	2 days
ISO 22320 Manager	Gain the expertise to build operative controls and coordination in order to establish an effective management system for all types of emergencies.	3 days
ISO 22320 Lead Manager	Develop the mastery skills to deliver an effective and efficient emergency management system based on best practices.	5 days





# Organizational Resilience based on ISO 22316

## WHAT CAN YOU BENEFIT IF CERTIFIED AGAINST ISO 22316?

This certification proves that you have gained a comprehensive understanding of the concepts, methods, standards, approaches and techniques required for the effective implementation and management of an organizational resilience strategy. This certification demonstrates that you have mastered the concepts of resilience which are the basis upon which an organization's resilience strategy should be developed in order for an organization to be able to cope with the today's dynamic and constantly changing environment.

## WHAT BENEFITS WILL IT BRING TO YOUR ORGANIZATION?

Resilience enables organizations to anticipate and respond to threats and opportunities, arising from sudden or gradual changes in their internal and external context. Enhancing resilience should be a strategic organizational goal. Implementing ISO 22316 guidelines helps an organization to establish a consistent and iterative approach towards organizational resilience, and helps to establish guidelines that can help an organization to manage its business during times of crisis.

## ISO 22316 COURSES AVAILABLE AT CCQM

Course	Benefits	Duration
ISO 22316 Introduction	Get an introduction to the organizational resilience principles and guidelines.	1 day
ISO 22316 Foundation	Understand the main concepts, methods, standards, and approaches required for the implementation of an organizational resilience based on ISO 22316.	2 days
ISO 22316 Manager	Earn the skills to help organizations to establish a framework towards organizational resilience based on ISO 22316.	3 days
ISO 22316 Lead Manager	Master the fundamentals of resilience to develop a resilience strategy in accordance with the ISO 22316 requirements.	5 days





# Business Impact Analysis based on ISO/TS 22317

## WHAT CAN YOU BENEFIT IF CERTIFIED AGAINST ISO/TS 22317 BUSINESS IMPACT ANALYSIS?

ISO/TS 22317 provides guidance for an organization to establish, implement, and maintain a formal and documented business impact analysis (BIA) process. BIA enables you to learn priorities of the business function by understanding the organization, determining the needs and its requirements. This certificate will prove that you have understood the components of Business Impact Analysis, including the evaluation of impacts on the organization over time, identification and confirmation of product/service delivery requirements following a disruptive incident, and determination of the resources needed to perform prioritized activities.

## WHAT BENEFITS WILL IT BRING TO YOUR ORGANIZATION?

ISO/TS 22317 is applicable to all organizations regardless of type, size, and nature, whether in the private, public, or not-for-profit sectors. This certification will help organizations to identify the legal, regulatory and contractual requirements and their effects on business continuity requirements. It also helps to understand the dependencies, the supply chains, partners, and other interested parties, and to identify the relationship between products/services, processes, activities, and resources.



## BUSINESS IMPACT ANALYSIS COURSES AVAILABLE AT CCQM

Course	Benefits	Duration
<b>Business Impact Analysis Foundation</b>	Become familiarized with the implementation phases of Business Impact Analysis based on best practices.	2 days



# DISASTER PLAN



## Disaster Recovery

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### WHAT CAN YOU BENEFIT IF CERTIFIED AGAINST DISASTER RECOVERY?

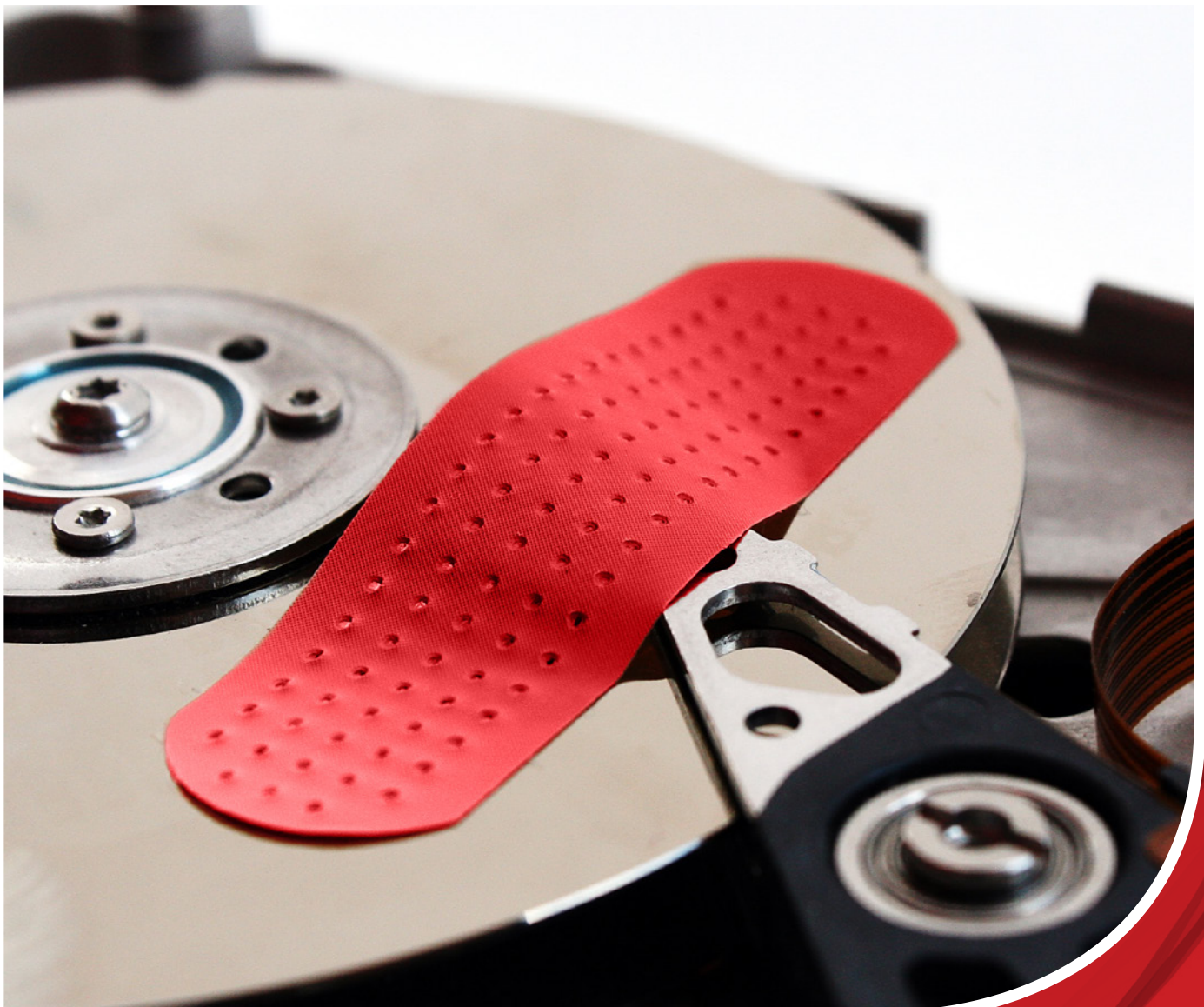
This certification validates that you have the expertise to support an organization in implementing, maintaining and managing an ongoing disaster recovery plan by preparing detailed documentation as part of a reliable backup and recovery plan that will enhance your level of preparedness in order to keep business running after a disaster. Further, it requires you to run through what would happen in various scenarios and build resilience of a Disaster Recovery Plan, providing a sense of security for the organization by minimizing risk of delays and guaranteeing the reliability of standby systems.

### WHAT BENEFITS WILL IT BRING TO YOUR ORGANIZATION?

Disaster Recovery ensures that your organization has a sufficient system in place for the backup and recovery of documentation in order for the organization to quickly get back on track and preserve its reputation with customers and partners in the case of a disaster. It increases the likelihood of business survival and it makes sure that your organization is operating in compliance with industry regulations.

## DISASTER RECOVERY COURSES AVAILABLE AT CCQM

Course	Benefits	Duration
<b>Disaster Recovery Introduction</b>	Introduction to the framework used to implement a Disaster Recovery plan.	1 day
<b>Disaster Recovery Foundation</b>	Become familiarized with the implementation phases of a Disaster Recovery plan based on best practices.	2 days
<b>Disaster Recovery Manager</b>	Acquire knowledge and skills to establish a risk assessment, outsourcing services and activation of a Disaster Recovery plan.	3 days
<b>Disaster Recovery Lead Manager</b>	Master the skills and enable yourself to implement, maintain and manage an ongoing Disaster Recovery plan.	5 days





# Supply Chain Security Management based on ISO 28000

## WHAT CAN YOU BENEFIT IF CERTIFIED AGAINST ISO 28000?

This certification will give you the opportunity to enhance your credibility and reassure managers of your commitment to the safety of individuals and security of goods and services, by assessing risks and implementing controls to manage potential security threats and the impact they may have in the organization's supply chain. It will also improve your efficiency in daily tasks by using aligned terminology and conceptual usage that will benchmark your performance on supply chain security based on international best practices. Ultimately, ISO 28000 certification ensures that you have gained the decision making skills, particularly in relation to the distribution of resources, which should be done based on a process of effective risk assessment.

## WHAT BENEFITS WILL IT BRING TO YOUR ORGANIZATION?

Implementing an ISO 28000 framework within your organization will have a direct impact on the improvement of the level of safety and security on the supply chain. This standard demonstrates that the organization not only takes its own security into account, but also the security of the goods it protects. Thus, this certification shows to your supply chain that the organization promotes risks management as a central component of an effective management system.

## ISO 28000 COURSES AVAILABLE AT CCQM

Course	Benefits	Duration
ISO 28000 Introduction	Get an introduction to the fundamentals of supply chain security.	1 day
ISO 28000 Foundation	Get familiarized with best practices to contribute to the implementation of a Supply Chain Security Management System as required by ISO 28000.	2 days
ISO 28000 Lead Implementer	Acquire the expertise and capacity to analyze and make decisions in the context of a better implementation of ISO 28000.	5 days
ISO 28000 Lead Auditor	Be able to understand the purpose of a SCSMS and to conduct an audit in order to secure the compliance of MS with ISO 28000 requirements.	5 days

CCQM provides a Management System Certification against ISO 28000. Certifying your management system against this standard will show that you take into account the security of the goods and the safety of the supply-chain.

For more information on ISO 28000 Management System Certification, visit:  
<http://www.ccqm.ch/certification/iso-28000-specification-for-security-management-systems-for-the-supply-chain/>





# Information Security Management



## INFORMATION SECURITY MANAGEMENT

Information Security Management (ISM) is a management system which intends to minimize risk and ensure business continuity by adopting security standards and frameworks as proof of security credentials and to manage the sensitive data of the organization. This framework achieves a suitable balance between risks and guarantees to cover every procedure and policy regarding to the transformation or dissemination of sensitive information.

Information security is definitely the most important issue that concerns professionals around the world and with the proper training you will gain the necessary knowledge and abilities to help an organization implement Information Security best practices based on international standards. It will help the organizations to secure their information assets, minimize the risks of damage or loss, deal with the highest risks in various ways, successfully identify and assess risks through proven methods, and effectively manage a privacy framework in the organization. You will be able to apply a management system that will become part of the organization's culture.

*"Working with CCQM has been phenomenal to my growth, both as a Trainer and a Consultant. CCQM has a supportive staff who are always willing to assist and sort out any issues. The training content is relevant and easy to deliver. In addition to that, CCQM's flexibility has made it the fastest growing brand in the ISO Certification sector in Eastern Africa. I am proud to be associated with CCQM."* **Musa Wesutsa, Managing Director at Sentinel Africa**



# Information Security Management based on ISO/IEC 27001

## WHAT CAN YOU BENEFIT IF CERTIFIED AGAINST ISO/IEC 27001?

With obtaining this certification you prove that you have the expertise to build a systematic examination of the organization's information security risks and ensure protection of their sensitive data. This enables you to successfully implement an Information Security Management System (ISMS) in order to avoid the threats, vulnerabilities and negative impacts that can happen to the organization. One of the major drivers for individuals to pursue this certification is that the standard is internationally recognized, as a well-known best practice, allowing you to offer continual improvement to the organization and ensure its compliance with regulations and requirements.

## WHAT BENEFITS WILL IT BRING TO YOUR ORGANIZATION?

This certification will bring to the organization a methodology which enables the protection of data and privacy in the most efficient way, which demonstrates commitment to information security at all levels of the organization, and is a continual reminder to potential and existing customer about its credibility and trust. ISO/IEC 27001 certification will improve your organization's information security awareness and it will significantly reduce security breaches.



## ISO/IEC 27001 COURSES AVAILABLE AT CCQM

Course	Benefits	Duration
<b>ISO/IEC 27001 Introduction</b>	Get to know the key components of ISMS that are part of ISO/IEC 27001.	1 day
<b>ISO/IEC 27001 Foundation</b>	Learn about the requirements and controls needed to implement an Information Security Management System (ISMS) according to ISO 27001.	2 days
<b>ISO/IEC 27001 Lead Implementer</b>	Understand the key elements and learn how to interpret the requirements of ISO/IEC 27001 for the implementation in organizations.	5 days
<b>ISO/IEC 27001 Lead Auditor</b>	Prove that you have the knowledge and skills to lead an audit team to improve the protection of organization's private data.	5 days

CCQM provides a Management System Certification against ISO/IEC 27001. By certifying your management system against this standard, your organization will demonstrate commitment to information security and reduce security breaches.

For more information on ISO/IEC 27001 Management System Certification, visit: <http://www.ccqm.ch/certification/information-security-management-system-iso-27001/>





# Information Security Controls - Best Practices based on ISO/IEC 27002

## WHAT CAN YOU BENEFIT IF CERTIFIED AGAINST ISO/IEC 27002?

This certification proves that you acquire the expertise to implement information security standards and enables you to apply the best practices of information security management in an organization. It also helps you to create a comprehensive framework and improve information security management within an organization by using potential controls that can identify risks and effectively select processing risk treatment methods.

## WHAT BENEFITS WILL IT BRING TO YOUR ORGANIZATION?

Being certified against ISO 27002 assures that the organization will be able to develop their own information security management guidelines, which will be based on an effective control structure and best practices. This will assist in monitoring and improving IT activities with a concentration on optimizing costs, increasing business value and reducing business risks. In addition, this certification will help to justify the confidentiality of the organization's information by ensuring that the information is accessible only to those who are authorized to have access.

## ISO/IEC 27002 COURSES AVAILABLE AT CCQM

Course	Benefits	Duration
<b>ISO/IEC 27002 Introduction</b>	Learn the basics of the key components that are included in ISO/IEC 27002.	1 day
<b>ISO/IEC 27002 Foundation</b>	Get familiarized with the best practices for the implementation of Information Security controls based on ISO/IEC 27002.	2 days
<b>ISO/IEC 27002 Manager</b>	Understand how to operate, communicate and manage the Information Security controls in compliance with the requirements of ISO/IEC 27002.	3 days
<b>ISO/IEC 27002 Lead Manager</b>	Master the skills and knowledge to identify, analyze and evaluate how the Information Security controls are operating against the requirements from ISO/IEC 27002.	5 days





# Information Security Risk Management based on ISO/IEC 27005

## WHAT CAN YOU BENEFIT IF CERTIFIED AGAINST ISO/IEC 27005?

This certification will assist you to differentiate yourself as a professional in the Information Security Risk Management field with the competence to implement a framework approach of information security based on a risk management strategy. The knowledge and skills that you will gain during the certification process will keep your personal and professional skills up-to-date, making you aware of the need to identify and treat information security risk throughout the organization. This will help you to improve and protect your organization and ensure that you are reliable with high integrity and principles.

## WHAT BENEFITS WILL IT BRING TO YOUR ORGANIZATION?

This certification will demonstrate that your organization is capable of integrating and managing information security based on a risk management approach, by providing good and practical guidance on carrying out the risk assessment, with a focus on threats, vulnerabilities, likelihoods and impacts. In addition, the ISO/IEC 27005 certification will establish a reliable basis for decision making and planning with a significant improvement on controlling and effectively allocating resources for information security risk treatment.

## ISO/IEC 27005 COURSES AVAILABLE AT CCQM

Course	Benefits	Duration
<b>ISO/IEC 27005 Introduction</b>	Earn the basic concepts, definitions, frameworks and methodologies related to risk management.	1 day
<b>ISO/IEC 27005 Foundation</b>	Learn how to interpret the requirements of ISO/IEC 27005 in order to identify and assess the risks.	2 days
<b>ISO/IEC 27005 Risk Manager</b>	You will be able to evaluate, communicate and choose the methods for risk assessment in accordance with ISO/IEC 27005.	3 days
<b>ISO/IEC 27005 with OCTAVE</b>	You will gain the skills to assess vulnerabilities and risks according to OCTAVE requirements.	5 days
<b>ISO/IEC 27005 with EBIOS</b>	Develop the skills and master the steps needed to conduct a risk assessment using EBIOS method.	5 days
<b>ISO/IEC 27005 with MEHARI</b>	Learn how to use the tools to support the implementation of security plans and procedures according to MEHARI method requirements.	5 days





# Risk Assessment Methods

## WHAT CAN YOU BENEFIT IF CERTIFIED AGAINST RISK ASSESSMENT METHODS?

This certification will prove that you have the necessary knowledge, skills and capabilities in knowing how to effectively assess and manage risks in the organization where you operate. Certainly, you will acquire the competence to implement, maintain, and manage an ongoing Risk Assessment Management System using OCTAVE, EBIOS, and MEHARI methodologies. You will be able to set risk management standards, that are based on best practices and legal requirements that will result in a significant reduction of incidents in the workplace.

## WHAT BENEFITS WILL IT BRING TO YOUR ORGANIZATION?

With this certification, your organization will demonstrate its competence to master the steps to conduct a risk assessment with OCTAVE, EBIOS, and MEHARI methodologies. These methodologies will benefit your organization by allowing it to recognize and control hazards in the workplace, to have qualified employees, and to save money by reducing the cost of incidents that can occur in the workplace.

## RISK ASSESSMENT METHODS COURSES AVAILABLE AT CCQM

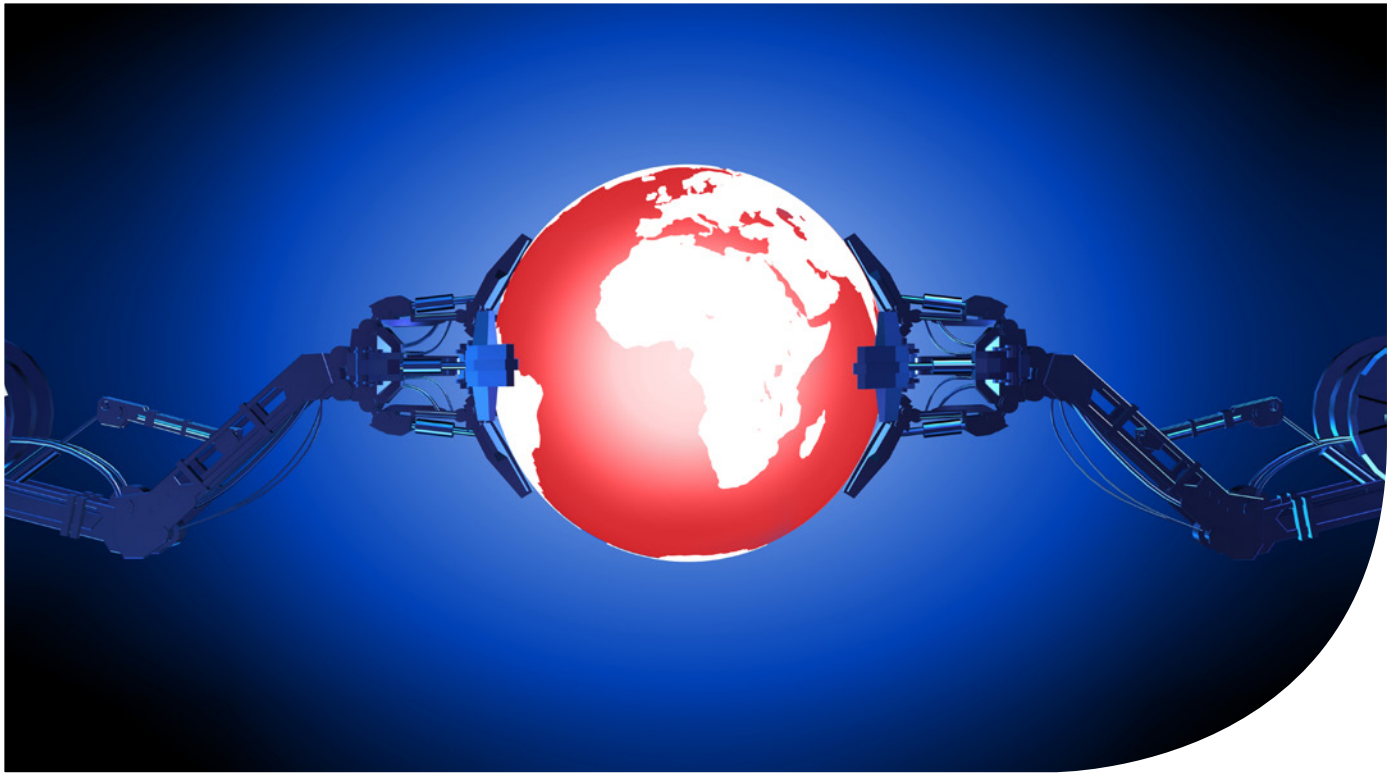
Course	Benefits	Duration
<b>OCTAVE</b>	Earn the needed skills and knowledge in order to perform an optimal risk assessment using the OCTAVE method.	3 days
<b>EBIOS</b>	Develop the competence to master the basic risk assessment elements that are related to the information security by using the EBIOS method.	3 days
<b>MEHARI</b>	Master the steps that are needed to conduct a risk assessment with the MEHARI method.	3 days





# IT Security





## IT SECURITY

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IT Security provides excessive assurance for secure digital information, based on clear strategies for managing the tools and policies necessary to prevent and detect threats, with the intention of establishing a set of business processes and procedures that will protect information.

With the appropriate training based on international standards, you will acquire the necessary skills and expertise to help an organization, regardless their size or industry, to implement the crucial guidelines on how to prepare for cyber attacks and ensure security into applications and processes connected to them. It will also help you to create a framework for identifying, managing and preventing incidents; protecting SCADA systems; conducting professional penetration tests, and performing computer forensics.

*“While cybersecurity often is used as a buzzword, even if you have a job with relations to information security, you might not have a sharp definition of cybersecurity and how your organization is affected. There are a lot of implications in using the internet as part of your business processes and services which go well beyond the borders of your own organization. This comprehensive course teaches you the objectives of cybersecurity, the challenges involved, the best practices to tackle them and how to tie this together with your existing ISMS.”*

**Friedhelm Dusterhoft, Managing Director of msdd.net.**



# Cybersecurity Guidelines based on ISO/IEC 27032

## WHAT CAN YOU BENEFIT IF CERTIFIED AGAINST ISO/IEC 27032?

This certification proves that you have developed the required knowledge and skills to manage cyber security frameworks and successfully protect an organization's data from any misused actions that can cause incidents, attacks and other disruptions. You will display that you have acquired the tools needed to develop and maintain an effective cyber security program even with other forms of security, and the expertise to draw together all the domains for your organization's maximum benefit.

## WHAT BENEFITS WILL IT BRING TO YOUR ORGANIZATION?

Your organization will be equipped to proficiently protect, manage, and address cyber security issues, be prepared for cyber-attacks, and have proof of them. Implementing the ISO 27032 guidelines and best practices helps to establish a consistent and iterative approach to manage cyber security and protect networks, computers and data from unauthorized access.

## ISO/IEC 27032 COURSES AVAILABLE AT CCQM

Course	Benefits	Duration
<b>ISO/IEC 27032 Cybersecurity Introduction</b>	Introduction to key components of a Cybersecurity programme based on ISO/IEC 27032.	1 day
<b>ISO/IEC 27032 Cybersecurity Foundation</b>	Get familiarized with the best practices, concepts, approaches and techniques for the implementation of a Cybersecurity programme.	2 days
<b>ISO/IEC 27032 Cybersecurity Manager</b>	Be able to support an organization in implementing and deploying a Cybersecurity programme based on ISO/IEC 27032 and NIST Cybersecurity Framework.	3 days
<b>ISO/IEC 27032 Lead Cybersecurity Manager</b>	Learn how to develop the competence needed to address the common Cybersecurity issues, and to master skills to manage the implementation of a framework as specified in ISO/IEC 27032 and NIST Cybersecurity Framework.	5 days





# Application Security based on ISO/IEC 27034

## WHAT CAN YOU BENEFIT IF CERTIFIED AGAINST ISO/IEC 27034?

This certification will prove that you have the expertise to assist in integrating security into the processes used for managing applications and will enable you to provide an overview of application security. It will include definitions, concepts, involved processes and the expertise to conduct an Application Security audit. Being certified against this standard shows that you are committed to improving organization's application security management system, and acquire a very comprehensive approach to application security that fundamentally will deliver secure applications.

## WHAT BENEFITS WILL IT BRING TO YOUR ORGANIZATION?

By implementing the guidelines of ISO 27034, your organization will ensure that their applications deliver the necessary level to support the organization's Information Security Management. The provided framework will help your organization to identify and protect the sensitive information of applications and the processes connected to them.

## ISO/IEC 27034 COURSES AVAILABLE AT CCQM

Course	Benefits	Duration
<b>ISO/IEC 27034 Application Security Introduction</b>	An introduction to application security control data framework requirements based on ISO/IEC 27034.	1 day
<b>ISO/IEC 27034 Application Security Foundation</b>	Learn the basics in implementing controls in IT as required from ISO/IEC 27034.	2 days
<b>ISO/IEC 27034 Lead Application Security Implementer</b>	Gain an understanding of the principles and concepts, and learn how to implement them in the organization according to ISO/IEC 27034 requirements.	5 days
<b>ISO/IEC 27034 Lead Application Security Auditor</b>	Ensure that an organization is in compliance with the requirements of ISO/IEC 27034, by acquiring the necessary expertise to audit Application Security and/or manage a team of auditors.	5 days





# Information Security Incident Management based on ISO/IEC 27035

## WHAT CAN YOU BENEFIT IF CERTIFIED AGAINST ISO/IEC 27035?

This certification validates that you have the knowledge and skills to identify, manage and prevent information security incidents in your organization. It also ensures that you have the expertise to continuously improve information security incident management and implement a detailed approach that will allow you to be prepared and know how to respond to such incidents and minimize risks. In addition, it demonstrates that you can help an organization detect, report, and assess information security incidents, in addition to responding and managing vulnerabilities that might appear.

## WHAT BENEFITS WILL IT BRING TO YOUR ORGANIZATION?

The ISO/IEC 27035 guidelines will help your organization to gain the proficiency to implement, maintain and manage ongoing information security management based on best practices. Your organization will acquire the competence to evaluate cost-benefits and resource allocation based on incident response and management capabilities, thus, will effectively advise organizations on how to respond to information security incidents.

## ISO/IEC 27035 COURSES AVAILABLE AT CCQM

Course	Benefits	Duration
<b>ISO/IEC 27035 Introduction</b>	Get an introduction to Information Security Incident Management process based on ISO/IEC 27035.	1 day
<b>ISO/IEC 27035 Foundation</b>	Become acquainted with the best practices for implementing and managing an incident management process based on ISO/IEC 27035.	2 days
<b>ISO/IEC 27035 Incident Manager</b>	Gain the expertise to implement a Security Incident Management process following best practices based on ISO/IEC 27035.	3 days
<b>ISO/IEC 27035 Lead Incident Manager</b>	Learn and master how to design and develop an organizational incident management process in accordance with ISO/IEC 27035 requirements.	5 days





# SCADA

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## WHAT CAN YOU BENEFIT IF CERTIFIED AGAINST SCADA?

This certification demonstrates that you have the expertise to support the SCADA security program including policies and vulnerability management. It proves that you have the necessary know-how to plan, develop and implement an effective program to protect SCADA systems from the common ICS threats, vulnerabilities, and associated risks. In addition, this certification will differentiate you as a reliable employee with high standards of work in the highly competitive information security job market.

## WHAT BENEFITS WILL IT BRING TO YOUR ORGANIZATION?

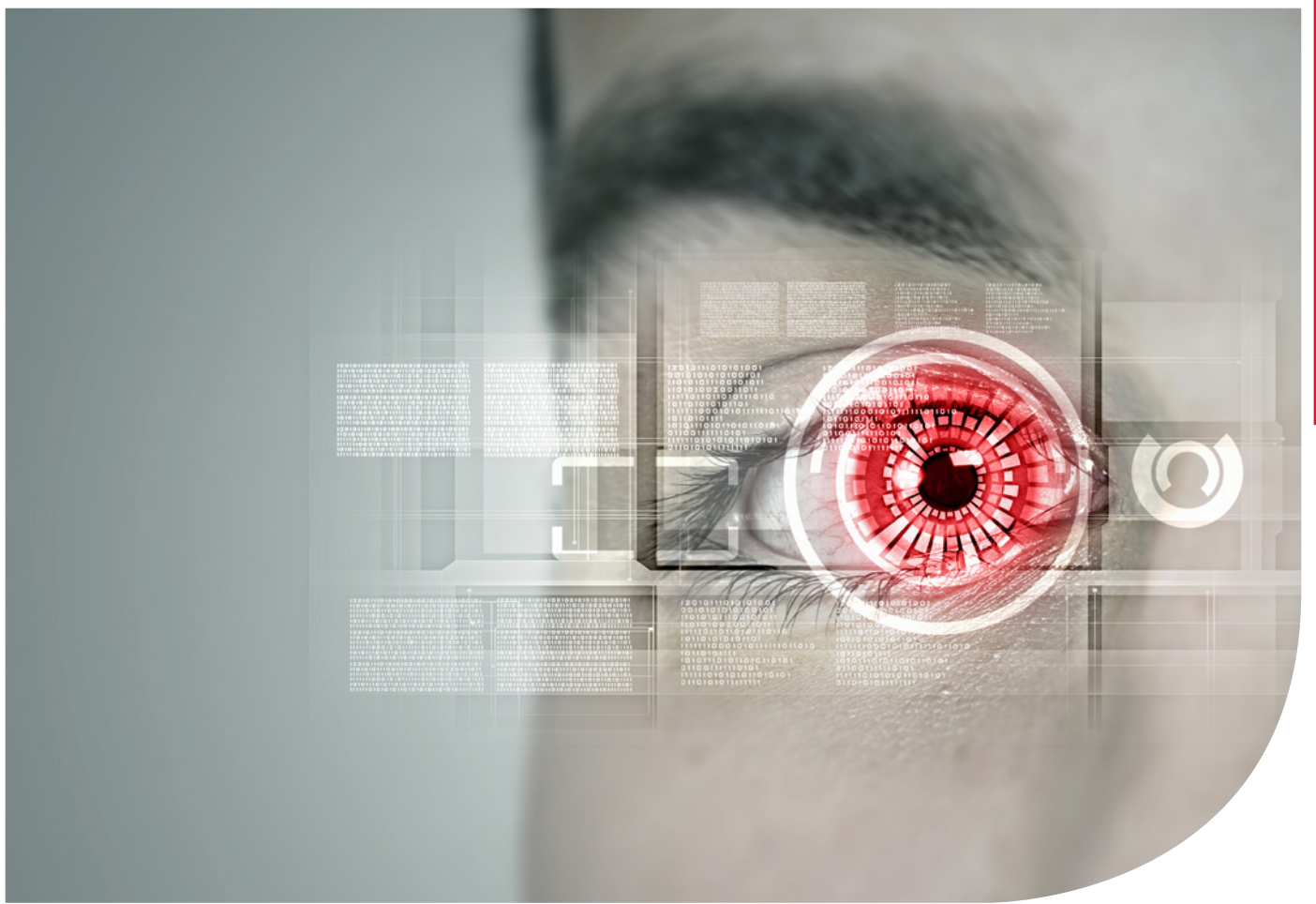
Implementing the SCADA security framework will help your organization to understand the potential risks and the appropriate approach for managing such risks. Your organization will be capable of detecting problems, providing a better maintenance and spotting areas of improvement. Further, the SCADA security framework enables your organization to monitor, gather, process data and select protocols based on different field imposed parameters.



## SCADA COURSES AVAILABLE AT CCQM

Course	Benefits	Duration
<b>Lead SCADA Security Manager</b>	You will develop the expertise to plan and design a comprehensive methodology that effectively protects SCADA systems from threats, vulnerabilities and risks.	5 days





# Pen Testing

## WHAT CAN YOU BENEFIT IF CERTIFIED AGAINST PEN TESTING?

This certification will prove your professional abilities of planning, designing, and implementing an effective program to protect organization's system with the latest testing methodologies and penetration practices. You will be able to perform a penetration test using a mix of practical techniques and management skills to pre-identify potential vulnerabilities in the target system, and report all discoveries made during the test and the associated risks. In addition, you will be able to review the efficiency of the current security processes.

## WHAT BENEFITS WILL IT BRING TO YOUR ORGANIZATION?

Pen Testing will enable your organization to determine where does the company stand in terms of security; to detect multiple attacks; to respond on time against attacks and to test the cyber-defense capabilities. It helps your organization to find the existing weaknesses in the system configurations and it gives you a framework to categorize the risks by efficiently maximizing resources and minimizing risks. Plus, a pen test helps to protect your costumers, which creates trust in your organization's work.

## PEN TESTING COURSES AVAILABLE AT CCQM

Course	Benefits	Duration
Lead Pen Test Professional	You will develop the expertise to lead a professional penetration test using a mix of practical techniques and management skills, in order to analyze the test results.	5 days





# Computer Forensics

## WHAT CAN YOU BENEFIT IF CERTIFIED AGAINST COMPUTER FORENSICS?

A Computer Forensics certification proves your ability to accurately search and analyze a large amount of information quickly and efficiently, and it develops your skills to establish an organization's security, forensics, and incident response capabilities. This certification demonstrates that you have the necessary capabilities to track down where the user was before things went wrong and it will enable you to test the effectiveness of the related processes by identifying attributes that violate rules. In addition, a forensic plan helps augment other information security and assurance strategies such as data retention, disaster recovery and business continuity.

## WHAT BENEFITS WILL IT BRING TO YOUR ORGANIZATION?

Implementing Computer Forensics will benefit your organization by minimizing the cost of investigations. Compared to manual analysis, the data will be analyzed in a more cost efficient manner and the crimes or disputes will be identified before the organization is significantly negatively affected. Incredibly, this will help your organization to block the chances for malicious insiders to cover their tracks, which shows that your organization comprises due diligence, good corporate governance and regulatory compliance.

## COMPUTER FORENSICS COURSES AVAILABLE AT CCQM

Course	Benefits	Duration
<b>Certified Forensics Introduction</b>	Get an introduction to preliminary concepts, approaches and methods used to implement a Computer Forensics process.	1 day
<b>Certified Forensics Foundation</b>	Gain a basic understanding of fundamental Computer Forensics used to implement controls and processes.	2 days
<b>Certified Forensics Examiner</b>	Learn how to use and implement forensics tools and methodologies.	3 days
<b>Certified Lead Forensics Examiner</b>	Master the Computer Forensics process based on the best practices used to implement forensic tools and methodologies.	5 days





# Service Management



## SERVICE MANAGEMENT

Service Management refers to the extensive systems for organization management which entail planning, strategies, policies, objectives, documentation and processes. It guides the organization toward achieving a service-management mindset while successfully accomplishing its business goals.

By gaining comprehensive skills through our trainings, you will become competent in guiding and helping an organization to implement Service Management best practices based on ISO standards. Service Management systems allow you to achieve continuous improvement by focusing on IT customer needs and on the implementation of a process approach towards management. It also enables you to successfully and protectively manage the asset life-cycle, risks and associated costs.

*"I am a senior ICT, DR and BC professional. During my long professional career, I had the opportunity to know, to work with, to attend or provide training to and to get certifications from many organizations worldwide. By far, CCQM is the organization that provides more free content by webinars and other medias, very straightforward operations and a broad certification program either for professionals or organizations. I am very glad to be part of this operation."* **Sidney Modenesi, Manager at STROHL Brasil.**



# IT Service Management based on ISO/IEC 20000

## WHAT CAN YOU BENEFIT IF CERTIFIED AGAINST ISO/IEC 20000?

Being certified against this standard will allow you to establish an ongoing culture of continual improvement, understand better the business objectives, reduce the number of incidents and increase customer satisfaction. This leads to your involvement in the process of IT from the initiation stages and results in the improvement of quality and services provided. The feedback you receive will show an increase in business and customer confidence. This certification gives you the opportunity to focus on the implementation of a set of integrated processes and solutions that are effective and suitable. It also helps you to develop IT services that are driven by and support the business objectives to ensure a better quality of tactical and strategic decisions taken for maintaining consistent levels of service.

## WHAT BENEFITS WILL IT BRING TO YOUR ORGANIZATION?

ISO/IEC 20000 certification will enable your organization to develop and maintain an integrated IT service management system to support the service management functions. It will increase the rate of change, the productivity of the staff and the use of their knowledge and expertise by defining key processes and overcoming the natural barriers between the organizational departments. This certification will enable your organization to adopt a structured approach to IT service management and allow the improvement of your reputation and communication with businesses and costumers.



## ISO/IEC 20000 COURSES AVAILABLE AT CCQM

Course	Benefits	Duration
<b>ISO/IEC 20000 Introduction</b>	Have an introduction to the ISO/IEC 20000 management system.	1 day
<b>ISO/IEC 20000 Foundation</b>	Be able to understand the principles and processes for the implementation of a Service Management System.	2 days
<b>ISO/IEC 20000 Lead Implementer</b>	Gain the competence and skills to implement and manage an SMS in compliance with the requirements of ISO/IEC 20000.	5 days
<b>ISO/IEC 20000 Lead Auditor</b>	Master the skills and knowledge needed to plan and conduct audits against the requirements of ISO/IEC 20000.	5 days

CCQM provides Management System Certification against ISO/IEC 20000. The adoption of the standard and certification of your service management system will improve your organization's reputation and communication with businesses and customers.

For more information on ISO/IEC 20000 Management System Certification, visit: <http://www.ccqm.ch/certification/>





# Outsourcing

## WHAT CAN YOU BENEFIT AS A CERTIFIED OUTSOURCING MANAGER?

With this certification, organizations will be convinced that you have mastered the concepts, approaches, standards and techniques in order to support an organization to plan, implement and maintain an effective framework for outsource management throughout the procurement lifecycle. In addition, you will strengthen your personal qualities which are necessary to act with due professional care when conducting an outsourcing project. This is done by identifying the risks involved with outsourcing and understanding how to enter into and continue to sustain successful outsourcing arrangements throughout the contractual period.

## WHAT BENEFITS WILL IT BRING TO YOUR ORGANIZATION?

This certification will prove that your organization understood the components and the operation of an Outsourcing Framework and can address issues of flexibility in outsourcing arrangements, accommodating changing business requirements and managing costs. It will prove that the organization has the necessary knowledge and skills for the proper management of outsourcing activities in an organization.

## OUTSOURCING COURSES AVAILABLE AT CCQM

Course	Benefits	Duration
<b>Outsourcing Manager</b>	Learn about the principles and governance of Outsourcing which enables you to develop the expertise to successfully sustain outsourcing arrangements and fit to the outsourcing strategy that aims to gain mutually beneficial collaborative relationships.	3 days





# Asset Management based on ISO 55001

## WHAT CAN YOU BENEFIT IF CERTIFIED AGAINST ISO 55001?

ISO 55001 certification will prove that you have the expertise to implement and manage an Asset Management System. You will have the necessary ability to properly review processes, procedures and asset performance which enables you to ensure effective feedback on asset condition and status, and to continually improve asset management activities. It allows you to stand out from the market by having the knowledge and ability to establish an asset management system for an organization that realizes the value of its assets, and demonstrates social responsibility and commitment to the specific culture of its business.

## WHAT BENEFITS WILL IT BRING TO YOUR ORGANIZATION?

Your organization will gain substantial benefits after implementing an ISO 55001 framework, it will enhance the life cycle of assets with a significant increase on asset performance and improve the return on investment and cost reduction without sacrificing the organizational performance. This certification proves that your organization is following the best international Asset Management System practices.

## ISO 55001 COURSES AVAILABLE AT CCQM

Course	Benefits	Duration
<b>ISO 55001 Introduction</b>	Get an introduction to the fundamentals of Asset Management and their process approach.	1 day
<b>ISO 55001 Foundation</b>	Understand the concepts and definitions of information requirements, documentation, controls, and communication.	2 days
<b>ISO 55001 Lead Implementer</b>	Develop your skills and knowledge to support an organization to implement, maintain and improve the AMS based on ISO 55001.	5 days
<b>ISO 55001 Lead Auditor</b>	Be able to audit an AMS and to manage a team of auditors based on ISO 55001 requirements.	5 days

CCQM provides Management System Certification against ISO 55001. By certifying your management system against this standard, your organization will increase asset performance and reduce the costs.

For more information on ISO 55001 Management System Certification, visit: <http://www.ccqm.ch/certification>





# Budgeting and Accounting for Services

## WHAT CAN YOU BENEFIT IF CERTIFIED AGAINST BAS?

Budgeting and Accounting for Services Foundation training helps the participant to gain knowledge on the fundamentals of budgeting and accounting for services principles, and understand accounting best practices. A Certified participant will be able to prove that they have the necessary skills to support an organization to implement budgets, connect budgeting and accounting with ISO 20000 and ITIL, monitor budgets and promote a continual improvement of budgeting and accounting for services process. Moreover, the participant will be able to prove that they possess the necessary expertise to support organizations to plan the most economic use of labor, capital and material.

## WHAT BENEFITS WILL IT BRING TO YOUR ORGANIZATION?

Implementation of the Budgeting and Accounting for Services process will help organizations to ensure progress towards reaching its objectives, complying with basic accounting policies and helping in making investment decisions. Organizations that implement a BAS process will have the opportunity to establish a framework that helps to predict future performance, implement budgets in accordance with the organization's economic objectives, set long term goals, implement budgeting and accounting for services policy, and promote good governance.

## BUDGETING & ACCOUNTING FOR SERVICES COURSES AVAILABLE AT CCQM

Course	Benefits	Duration
Budgeting and Accounting for Services Foundation	Understand the standards and best practices for the implementation of Budgeting and Accounting for Services.	2 days





# Business and Supplier Relationship Management

## WHAT CAN YOU BENEFIT IF CERTIFIED AGAINST BUSINESS AND SUPPLIER RELATIONSHIP MANAGEMENT?

Business and Supplier Relationship Management (BSRM) enables you to learn about components and operations of business relationship and supplier management. This certificate will prove that you have mastered the different components of BSRM including the service level management, service provider agreements, supplier contract management, customer service management, customer satisfaction and change management process.

## WHAT BENEFITS WILL IT BRING TO YOUR ORGANIZATION?

For numerous companies, beneficial long-term relationships with strategic supplier relationship management are crucial steps in improving performance. Managing efficiently and effectively business and supplier relationships within an organization will lower your costs and grow your potential customers while helping your organization to design and develop an integrated approach to improve efficiency and increase profitability.



## BUSINESS AND SUPPLIER RELATIONSHIP MANAGEMENT COURSES AVAILABLE AT CCQM

Course	Benefits	Duration
<b>Business and Supplier Relationship Management Foundation</b>	Learn about the components and operations of Business and Supplier Relationship Management.	2 days





# Finance for IT Professionals

## WHAT CAN YOU BENEFIT IF CERTIFIED AGAINST FINANCE FOR IT PROFESSIONALS?

This certification proves that you have gained a comprehensive understanding of financial principles, in-depth knowledge of core concepts and practices in finance, and an understanding of reporting requirements, which are essential for the design and assessment of auditable financial systems. Additionally, this certification demonstrates that you have developed key competencies in the financial aspects of IT project management including job costing, budgeting, and risk analysis. It will help you prove that you can use your IT strengths to identify opportunities to generate additional revenues, drive out costs, increase the ability to interpret financial data in a specific organization, and tackle common financial problems in practice. Finally, this certification proves that you have developed the expertise to support any project related to finance and the expertise to advise an organization on financial institutions functions.

## WHAT BENEFITS WILL IT BRING TO YOUR ORGANIZATION?

Decisions made without a proper understanding of the financial inferences may lead to a decline in stakeholder value and reduced profits or even losses. Having certified IT professionals who are familiar with financial activities can help your organization to generate real business value. The integration of IT and financial divisions will help the organization to simplify the way they do business, standardize processes and automate processes which enables a dexterous workflow within the organization.

## FINANCE FOR IT PROFESSIONALS COURSES AVAILABLE AT CCQM

Course	Benefits	Duration
<b>Finance for IT Professionals</b>	Develop key competencies in the financial aspects of IT project management including job costing, budgeting, and risk analysis.	3 days





# Governance, Risk and Compliance



## GOVERNANCE, RISK AND COMPLIANCE

Governance, Risk and Compliance is the process to identify, analyze, evaluate and monitor risk controls followed by a coordinated and economical application of financial resources to mitigate the uncertainty in investment decisions.

Therefore, with the proper training you will acquire the necessary knowledge and skills to assist an organization in implementing governance, risk and compliance best practices based on ISO standards. These proven frameworks will help you to identify and manage risks before it affects the business, manage corporate governance of the IT system, gather value from assets, achieve project success efficiently and within budget, and effectively manage bribery to create a better ethical business culture.

*"I have conducted CCQM Certified Training based on the ISO 31000 Standard for approximately 2 years. The design of the training materials with the needs of participants as the main focus has resulted in widespread adoption of the Standard and greatly enhanced competence in risk management among my satisfied customers. I can attest to the fact that CCQM training is best in class, relevant and geared to meet the needs of individuals and organizations."* **Jacob McLean, Managing Director at Kaizen Training & Management Consultants Limited.**



# Privacy Implementation based on ISO/IEC 29100

## WHAT CAN YOU BENEFIT IF CERTIFIED AGAINST PRIVACY IMPLEMENTATION?

This certification is evidence that you stand out from the crowd by having the skills to build a privacy framework that allows organizations to maintain compliance with existing security standards, and various applicable laws and directives. This certification proves that you have the necessary capabilities to take actions in regards to the implementation and management of a privacy system. Also, it proves you have gained a thorough understanding of how to design, build and lead an organization's privacy programs through the use of best practices.

## WHAT BENEFITS WILL IT BRING TO YOUR ORGANIZATION?

This certification gives your organization a competitive advantage in the market along with a significant cost reduction and increased customer satisfaction. This is achieved by providing your organization with a common privacy terminology, privacy safeguarding considerations, and reference to known principles. Your organization will gain a comprehensive understanding of the concepts, approaches and techniques required for an effective privacy management.

## PRIVACY IMPLEMENTATION COURSES AVAILABLE AT CCQM

Course	Benefits	Duration
<b>Privacy Implementation Introduction</b>	Introduction to the key components of a Privacy Framework implementation process.	1 day
<b>Privacy Implementation Foundation</b>	Get familiarized with best practices, concepts, approaches and techniques for the implementation of a Privacy Framework.	2 days
<b>Privacy Implementer</b>	Be able to support an organization in implementing and deploying a Privacy Framework based on ISO/IEC 29100.	3 days
<b>Lead Privacy Implementer</b>	Be able to implement and manage an ongoing privacy implementation process by implementing controls and conducting management review. to secure continual improvement .	5 days





# Risk Management based on ISO 31000

## WHAT CAN YOU BENEFIT IF CERTIFIED AGAINST ISO 31000?

ISO 31000 certification will prove your capabilities to improve the operational efficiencies, governance and management system performance in an organization. It will enable you to structure a framework based on international best practices to identify and manage risks in your organization, while providing you with the expertise to apply management system controls to risk analysis to minimize losses. Plus, this certification will help you to analyze and assess different factors that will improve management techniques across the organization where you operate and improve your personal performance and resilience.

## WHAT BENEFITS WILL IT BRING TO YOUR ORGANIZATION?

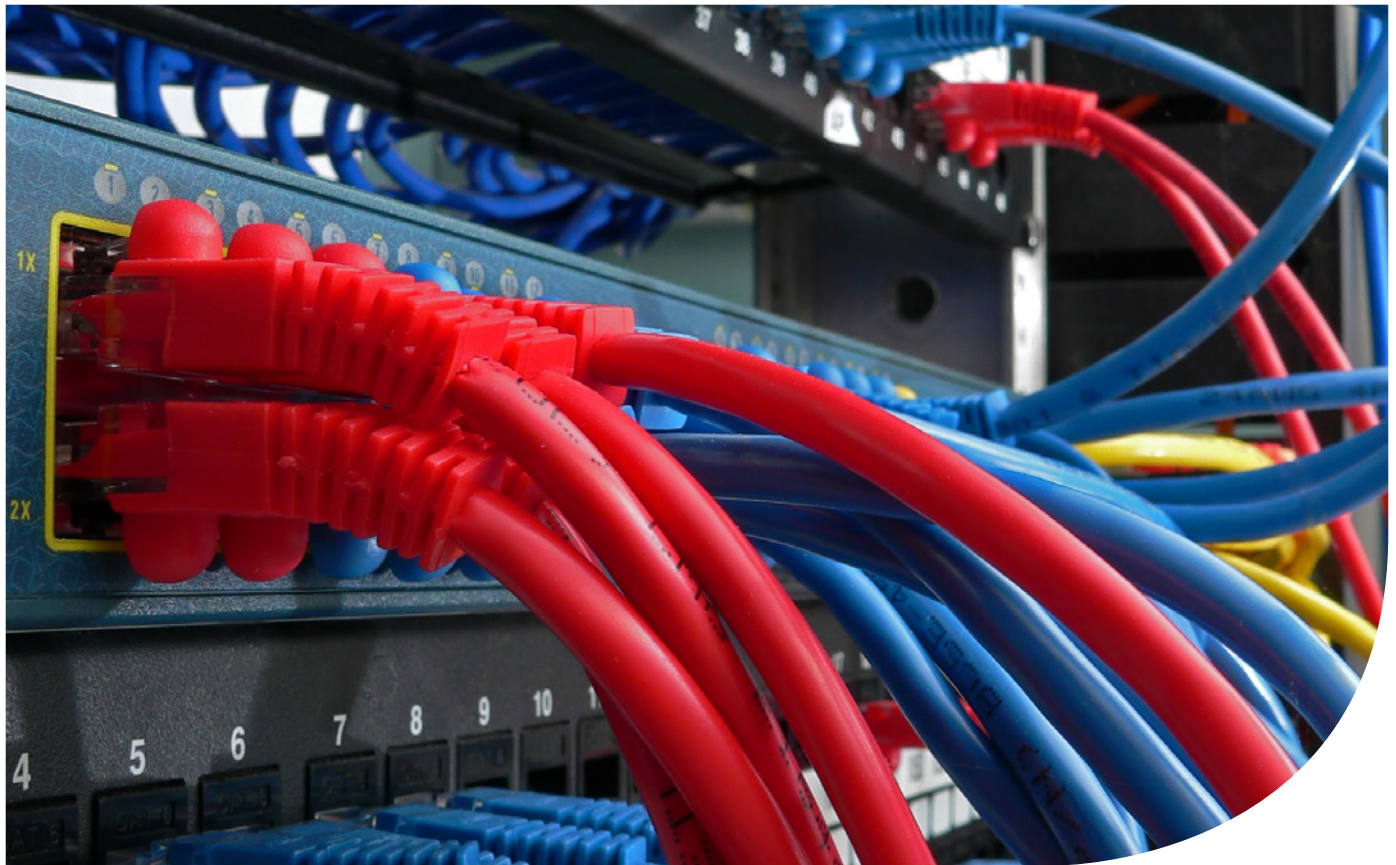
Certifying your organization against this standard not only proves that you have an effective risk management system based on best practices in place; but also can manage risks sufficiently in order to perform well in an environment full of uncertainties. This certification ensures that the organization is in compliance with legal and regulatory requirements, making risk management a key driver for success and an important part of strategic and operational planning, management decisions, and governance.



## ISO 31000 COURSES AVAILABLE AT CCQM

Course	Benefits	Duration
<b>ISO 31000 Introduction</b>	Understand the standards, frameworks and methodologies that are related to risk management.	1 day
<b>ISO 31000 Foundation</b>	Learn the concepts and definitions needed for the implementation of ISO 31000 requirements.	2 days
<b>ISO 31000 Risk Manager</b>	Develop the competence to implement risk management processes in organizations using the ISO 31000 framework.	3 days
<b>ISO 31000 Lead Risk Manager</b>	Gain the Mastery skills to support an organization in implementing a risk management process based on ISO 31000, using risk assessment methodologies.	5 days





# IT Corporate Governance based on ISO/IEC 38500

## WHAT CAN YOU BENEFIT IF CERTIFIED AGAINST ISO/IEC 38500?

ISO/IEC 38500 certification will enhance your professional portfolio and open doors for international recognition in the field. You will acquire exceptional practical experience to establish the principles for an effective management of the risks associated with IT projects and the acceptable use of IT. Being certified against this standard will prove that you have what it takes to successfully govern the organization's use of IT including management processes and decisions, which will enable the organization to balance risks and encourage opportunities from the use of IT.

## WHAT BENEFITS WILL IT BRING TO YOUR ORGANIZATION?

Implementing an IT Governance framework advocates a better understanding of how to apply the guidelines and best practices towards risk management, project appraisal and costs associated with IT investments. It will allow your organization to ensure that the decisions made about IT investments remain clear and transparent, consequently, getting a better value for its money from IT equipments. In addition, this certification helps organizations to achieve and demonstrate compliance with the requirements.

## ISO/IEC 38500 COURSES AVAILABLE AT CCQM

Course	Benefits	Duration
<b>ISO/IEC 38500 Introduction</b>	Get an introduction to IT Governance and to the frameworks related to it.	1 day
<b>ISO/IEC 38500 Foundation</b>	Learn about the essential concepts and processes that are considered effective in IT Corporate Governance.	2 days
<b>ISO/IEC 38500 IT Corporate Governance Manager</b>	Master the fundamental principles of Corporate Governance of Information Technology based on ISO/IEC 38500.	3 days
<b>ISO/IEC 38500 Lead IT Corporate Governance Manager</b>	Master the necessary expertise to ensure the implementation and management of Corporate Governance of Information Technology based on ISO/IEC 38500.	5 days





# Anti-bribery Management based on ISO 37001

## WHAT CAN YOU BENEFIT IF CERTIFIED AGAINST ISO 37001?

This certification validates your knowledge and competencies toward implementing and managing an anti-bribery management system with internationally recognized anti-bribery best practices. You will be able to implement the necessary measures to prevent, detect and address bribery before it negatively impacts the organization where you operate. ISO 37001 Certification is a powerful factor to differentiate you in a competitive work environment.

## WHAT BENEFITS WILL IT BRING TO YOUR ORGANIZATION?

ISO 37001 certification gives your organization the opportunity to promote confidence, credibility and reliability to stakeholders and costumers. Implementing an anti-bribery management system provides your organization with the necessary measures to prevent, detect and address bribery while avoiding reputational damage and costs.

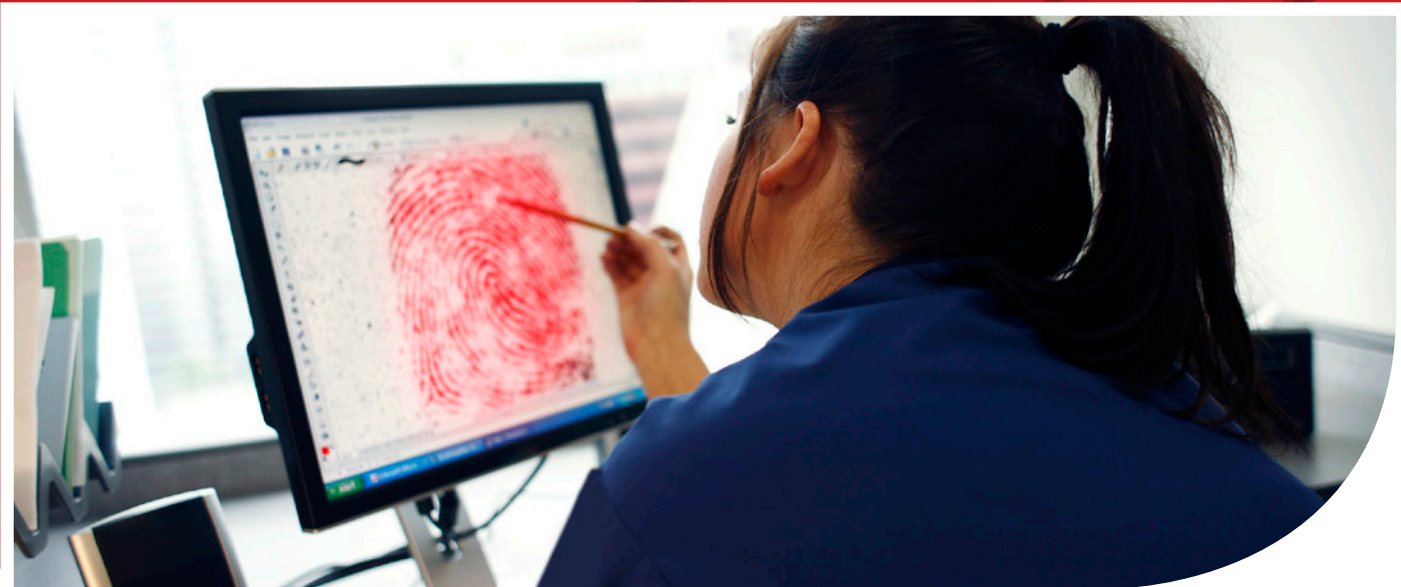
## ISO 37001 COURSES AVAILABLE AT CCQM

Course	Benefits	Duration
ISO 37001 Introduction	Introduction to the Anti-Bribery Management System (ABMS) based on ISO 37001.	1 day
ISO 37001 Foundation	Learn about the best practices for implementing and managing the essential components of ABMS as specified in ISO 37001.	2 days
ISO 37001 Lead Implementer	Be able to master the implementation and management of ABMS in an organization that is based on ISO 37001 requirements.	5 days
ISO 37001 Lead Auditor	Develop the expertise to audit an ABMS to ensure that an organization is competent in maintaining its management system based on ISO 37001.	5 days

BBPL provides Management System Certification against ISO 37001. Certifying your organization against this standard, will enable it to prevent, detect and address bribery before it does damage to your reputation and costs you money.

For more information on ISO 37001 Management System Certification, visit: <http://www.ccqm.ch/certification>





# Private Security Operations Management based on ISO 18788

## WHAT CAN YOU BENEFIT IF CERTIFIED AGAINST ISO 18788?

ISO 18788 Standard set guidance requirements for organizations who want to implement a management system for private security operations. ISO 18788 trainings help participants gain the necessary knowledge about the mechanisms used to help an organization demonstrate their accountability to the law, dignity to human rights, and consistency to providing services that meet customers' needs. This certificate will prove that the participant possesses the expertise to establish a risk management framework for the effective conduct of security operations based on ISO 18788 Standard. Certified participants will be able to support organizations activities and functions related to security operations, help organizations comply with applicable laws, and provide services that conform to human rights requirements.

## WHAT BENEFITS WILL IT BRING TO YOUR ORGANIZATION?

Organizations wanting to implement a Management System for Private Security Operations, will have the opportunity to establish a management framework that deters, detects, monitors, addresses, and prevents the occurrence and reoccurrence of incidents that have an adverse impact on human rights. Moreover, the implementation of a SOMS provides organizations with a framework for continual improvement to increase the likelihood of enhancing the professionalism of security operations, while assuring the protection of fundamental freedoms and understanding the organizations risks.

## ISO 18788 AVAILABLE AT CCQM

Course	Benefits	Duration
ISO 18788 Introduction	Get an introduction to Management System for Private Security Operations.	1 day
ISO 18788 Foundation	Get familiarized with best practices for the implementation of Management System for Private Security Operations as required by ISO 18788.	2 days
ISO 18788 Lead Implementer	Acquire the expertise and capacity to analyze and make decisions in the context of a better implementation of ISO 18788.	5 days
ISO 18788 Lead Auditor	Be able to understand the purpose of a SOMS and to conduct an audit in order to secure the compliance of MS with ISO 18788 requirements.	5 days





# Health, Safety, and Environment





## HEALTH, SAFETY AND ENVIRONMENT

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Organizations are highly motivated to manage workplace and environmental health and safety issues, and due to this reason they have been looking for a strategy and/or framework that will assist them to control and manage associated problems. If organizations are eager to deliver products and/or services in accordance with client's requirements with maximum effectiveness, it is necessary for them to implement a HSE management framework.

By acquiring the comprehensive skills through the appropriate training, you will be able to assist an organization to implement the best health, safety and environmental practices based on ISO standards. This will enable organizations of all sizes and/or industries to demonstrate their dedication to the environment, occupational health and safety, food safety, social responsibility and event sustainability.

*"CCQM offers excellent comprehensive examination and certification services against ISO Standards such as ISO 14001 Environmental Management System. It has rapidly extended its business activities across the world, by conquering the global market with a Certificate that guarantees your credibility and knowledge in areas of your choice."*

**David Smart, Management Consultant at Smart Mentoring.**



# Environmental Management based on ISO 14001

## WHAT CAN YOU BENEFIT IF CERTIFIED AGAINST ISO 14001?

This certificate will demonstrate your commitment and ability to help an organization reduce its potential negative environmental impacts, while growing its business. In addition, your organization will gain marketing advantage by having a framework that ensures immediate response to customer and management inquiries. The demand for your products and/or services will also increase. By becoming certified against this standard, you will gain international recognition, increase resource efficiency, reduce waste and costs, and become part of any organization, where such a certification is compulsory. Simply put, you will have an advantage over other employees because you are following high working standards.

## WHAT BENEFITS WILL IT BRING TO YOUR ORGANIZATION?

Certifying your management system against this standard gives your organization a great advantage over other competitors. It will lower your operational costs and grow your potential customers. At the same time, it will help your organization to design and develop an integrated approach that aims to improve efficiency and increase profitability by reducing, replenishing and proficiently reusing and allocating waste, in compliance with the environmental regulations of respective countries. This will show that you are a responsible future oriented organization, which is highly valuable in today's market.

## ISO 14001 COURSES AVAILABLE AT CCQM

Course	Benefits	Duration
<b>ISO 14001 Introduction</b>	Learn about the structure, importance and the main benefits of an ISO 14001 MS.	1 day
<b>ISO 14001 Foundation</b>	Acquire knowledge about the necessary requirements to implement an Environmental Management System based on ISO 14001.	2 days
<b>ISO 14001 Lead Implementer</b>	Be able to manage and implement an Environmental Management System in accordance with ISO 14001.	5 days
<b>ISO 14001 Lead Auditor</b>	Acquire the latest audit techniques, which will enable you to determine whether the ISO 14001 requirements have been appropriately implemented within an organization.	5 days
<b>ISO 14001:2015 Transition</b>	Learn about how to enhance an organization's ability to approach environmental issues and the advantages of ISO 14001:2015.	2 days

CCQM provides Management System Certification against ISO 14001. By certifying your management system against this standard, your organization will lower operational costs and increase profitability, and thus gain competitive advantage.

For more information on ISO 14001 Management System Certification, visit: <http://www.ccqm.ch/certification/iso-14001-environmental-management/>





# Occupational Health & Safety Management based on OHSAS 18001

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## WHAT CAN YOU BENEFIT IF CERTIFIED AGAINST OHSAS 18001?

This certificate proves that you have obtained the necessary training, awareness and competences to assist an organization in implementing a management system that creates safe and healthy work environments. In addition, it will support the organization's targets by taking into account the corresponding legislation and regulations. Being certified against this standard essentially enables you to provide an organization with a robust system for the reduction of workplace hazards and protection of employees' health, safety and welfare. Your employer wants to know that you have what it takes to ensure a continual flow of safe operations, procedures, objectives and quality.

## WHAT BENEFITS WILL IT BRING TO YOUR ORGANIZATION?

Certifying your management system against OHSAS 18001 validates your organization's commitment to maintain an effective health and safety policy and ensure the safety and well-being of its employees, with the adoption of the best international practices. Ultimately, this certification will boost your organization's reputation.

## OHSAS 18001 COURSES AVAILABLE AT CCQM

Course	Benefits	Duration
OHSAS 18001 Introduction	Gain an overview of OHSAS 18001 concepts, approaches and methods.	1 day
OHSAS 18001 Foundation	Get familiar with the best practices needed to implement OHSAS 18001 requirements.	2 days
OHSAS 18001 Lead Implementer	Gain the necessary competencies to support an organization to plan, implement and manage an OHSMS in accordance with OHSAS 18001.	5 days
OHSAS 18001 Lead Auditor	Master the audit techniques and gain the skills to develop your own audit strategies based on OHSAS 18001.	5 days

CCQM provides Management System Certification against OHSAS 18001. By certifying your management system against this standard, your organization will ensure the safety of its employees and gain competitive advantage.

For more information on OHSAS 18001 Management System Certification, visit: <http://www.ccqm.ch/certification/hygiene-work-safety-ohsas-18001/>





# Event Sustainability Management based on ISO 20121

## WHAT CAN YOU BENEFIT IF CERTIFIED AGAINST ISO 20121?

This certificate will prove that you have acquired the necessary know-how and skills to help an organization to effectively operate an event by managing that event's financial, economic, social and environmental impacts. Being able to manage these elements interchangeably adds great value to ensuring sustainable events for both the organization and the community. Furthermore, being certified against this standard helps you to gain the necessary expertise to confidently build an integrated event management system within the organization that is suitable for the re-occurrence of events and allows you to differentiate yourself in the competitive market.

## WHAT BENEFITS WILL IT BRING TO YOUR ORGANIZATION?

ISO 20121 will allow your organization to stand out as an organization which provides a robust framework for running a business in accordance with standardized procedures and processes, while making a positive progress on sustainability. This is achieved by quantifying, monitoring and controlling the organization's impact on the environment, society and its financial books. In addition, this standard is a business management tool that will give you better access to sponsors and customer satisfaction.

## ISO 20121 COURSES AVAILABLE AT CCQM

Course	Benefits	Duration
<b>ISO 20121 Introduction</b>	Get introduced to the fundamentals of Event Sustainability Management System based on ISO 20121.	1 day
<b>ISO 20121 Foundation</b>	Become familiar with the best practices needed for the implementation of an Event Sustainability Management System (ESMS) based on ISO 20121.	2 days
<b>ISO 20121 Lead Implementer</b>	Master and develop the necessary knowledge and skills to implement an ESMS based on ISO 20121 in an organization.	5 days
<b>ISO 20121 Lead Auditor</b>	Ensure that your organization is in compliance with ISO 20121 by learning the main audit principles, preparation and conduct.	5 days

CCQM provides Management System Certification against ISO 20121. Certifying your management system against this standard will prove that you have established a framework, which will ensure a positive progress on your organization's sustainability.

For more information on ISO 20121 Management System Certification, visit <http://www.ccqm.ch/certification/>





# Food Safety Management based on ISO 22000

## WHAT CAN YOU BENEFIT IF CERTIFIED AGAINST ISO 22000?

This certificate will show that you have acquired the necessary skills and knowledge to control food safety hazards, minimize the consequences of unsafe food and provide safe products. Being certified against this standard allows you to apply the standard's requirements in the food supply chain, ensure the safety of the global food supply chain and increase productivity. With this certification you will prove that you have acquired the necessary expertise to support an organization's continual improvement and updated food safety systems.

## WHAT BENEFITS WILL IT BRING TO YOUR ORGANIZATION?

Certifying your management system against this standard allows your organization to have a food safety management system in place, which will set and improve the internal processes needed to consistently provide safe food. This will in turn enable your organization to vouch for its quality and increase its sales. Additionally, with this certificate in place, your organization will be able to provide a framework for management commitment and continuous improvement of the food safety system.



## ISO 22000 COURSES AVAILABLE AT CCQM

Course	Benefits	Duration
ISO 22000 Introduction	Understand the principles of food safety and the importance of ISO 22000 in an organization.	1 day
ISO 22000 Foundation	Gain an overall understanding of the ISO 22000 implementation phases and requirements.	2 days
ISO 22000 Lead Implementer	Be able to implement an ISO 22000 food safety management system based on the best practices.	5 days
ISO 22000 Lead Auditor	Be able to recognize the best practices and main principles to conduct all the phases of an audit based on ISO 22000.	5 days

CCQM provides Management System Certification against ISO 22000. Certifying your management system against this standard will enable your organization to boost its sales and ensure the continuous improvement of food safety.

For more information on ISO 22000 Management System Certification, visit: <http://www.ccqm.ch/certification/food-safety-iso-22000-haccp/>





# Social Responsibility based on ISO 26000

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## WHAT CAN YOU BENEFIT IF CERTIFIED AGAINST ISO 26000?

This certificate will prove that you have the ability to create a social responsibility strategy, and increase employee awareness about social responsibility. The latter can be achieved by monitoring internal processes, and assuring the strategy's implementation and adaptation to any legal, cultural or political environment. Being certified against this standard means that you have acquired the necessary skills to ensure sustainable and environmental friendly resources for your organization and that you are reliable, trustworthy and ethical.

## WHAT BENEFITS WILL IT BRING TO YOUR ORGANIZATION?

Certifying your management system against this standard enables the organization to maintain the employees' morale, commitment and productivity at high levels and as a result retain customers. More importantly, this certification will give your organization a strategic advantage over other competitors in the industry.

## ISO 26000 COURSES AVAILABLE AT CCQM

Course	Benefits	Duration
<b>ISO 26000 Introduction</b>	Learn more about ISO 26000 and the importance of social responsibility policies and objectives.	1 day
<b>ISO 26000 Foundation</b>	Understand the main guidelines of managing social responsibility based on ISO 26000.	2 days
<b>ISO 26000 Lead Implementer</b>	Gain the competence to plan and implement a Social Responsibility program to ensure an organization's compliance with ISO 26000.	5 days
<b>ISO 26000 Lead Auditor</b>	Be able to acquire the expertise to perform an ISO 26000 internal and external audit or to manage a social responsibility audit team.	5 days





# Consumer Product Safety based on ISO 10377

## WHAT CAN YOU BENEFIT IF CERTIFIED AGAINST ISO 10377?

The ISO 10377 standard provides suppliers with practical guidelines about Consumer Product Safety. By offering practical tools to identify, assess, eliminate or reduce potential safety risks before the products enter the market; this standard is mainly intended for small and medium sized businesses. However, it can be applicable to large enterprises as well. Consumer Product Safety focuses on design, production and retail safety. Furthermore, it is interrelated with ISO 10393, which provides guidelines for establishing, implementing and managing consumer product recalls.

## WHAT BENEFITS WILL IT BRING TO YOUR ORGANIZATION?

ISO 10377 promotes a culture of trust across all functions of the organization by serving as a benchmark for unacceptable hazards. Furthermore, it contributes towards hazard elimination during product use and consistent delivery across the world. ISO 10377 demonstrates the essential risk reduction actions, which aim to achieve a tolerable risk level. It also describes in detail the operation of a continuous improvement process that aims to create a product safety management plan.

## ISO 10377 COURSES AVAILABLE AT CCQM

Course	Benefits	Duration
ISO 10377 Consumer Product Safety Introduction	Introduction to Consumer Product Safety.	1 day
ISO 10377 Consumer Product Safety Foundation	Become familiar with the management of the Consumer Product Safety Plan based on the best practices.	2 days
ISO 10377 Consumer Product Safety Manager	Acquire knowledge and skills to establish a framework for managing Consumer Product Safety.	3 days
ISO 10377 Lead Consumer Product Safety Manager	Master the skills and enable yourself to implement, maintain and manage Consumer Product Safety.	5 days





# Pandemic Preparedness

## WHAT CAN YOU BENEFIT IF CERTIFIED AGAINST PANDEMIC PREPAREDNESS?

The Pandemic Preparedness training helps the participant to acquire a broader knowledge on the strategies to be used in the event of an infectious disease outbreak. This certificate will prove that the participant possesses the necessary knowledge to support organizations in identifying risks, understanding hazards, preparing for and responding to emergencies. Therefore, certified participants will be able to support an organization to continue its operations and provide products and/or services through the pandemic period. This can be achieved by helping in the establishment, implementation, monitor, review and continual improvement of a pandemic plan.

## WHAT BENEFITS WILL IT BRING TO YOUR ORGANIZATION?

The implementation of a pandemic planning process helps organizations to manage pandemic situations that lead to shortages of organizational resources and staff. Organizations that implement a pandemic planning process will have the opportunity to improve the understanding of the key components that should be considered during a pandemic period, methods to identify hazardous situations and the importance of emergency preparedness. Pandemic Preparedness provides guidance for the establishment of an effective framework that promotes business continuity, helps in managing employee absenteeism and guides the use of effective mechanisms and controls, which halt the spread of the virus among employees.

## PANDEMIC PREPAREDNESS COURSES AVAILABLE AT CCQM

Course	Benefits	Duration
Pandemic Preparedness Foundation	Acquire the necessary knowledge and skills to prepare for a pandemic emergency.	2 days





# Accident Investigation

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## **WHAT CAN YOU BENEFIT IF CERTIFIED AGAINST ACCIDENT INVESTIGATION?**

Through this training course you will get an enhanced knowledge on investigation processes. The aim of this course is to understand the cause analysis, contributory factors, investigation gathering techniques and analysis, with the objective to develop an action plan to prevent recurrence. This certification proves that you have the comprehensive knowledge to complete a work safe report and at the same time follow the organization's internal procedures for investigating, recording, reporting and monitoring the corrective actions against accidents/incidents. In addition, you will be able to estimate the causation categories of accidents/incidents, and effectively apply this information to investigation activities.

## **WHAT BENEFITS WILL IT BRING TO YOUR ORGANIZATION?**

Accident investigation processes and procedures are not only the requirements of the health and safety legislation, they are also effective in reducing costs in terms of personnel down time and improving productivity. Through this certification your organization will get the opportunity to boost its reputation.



## ACCIDENT INVESTIGATION COURSES AVAILABLE AT CCQM

Course	Benefits	Duration
<b>Accident Investigation Foundation</b>	Gain enhanced knowledge about the techniques and processes required for Accident Investigation within an organization.	2 days





# Hazard Identification and Risk Assessment

## WHAT CAN YOU BENEFIT IF CERTIFIED AGAINST HIRA?

Hazard Identification and OH&S Risk Assessment training helps participants to acquire a broader knowledge on the identification of work-related hazards and provides them with the necessary skills to conduct OH&S risk assessment regarding hazardous risks faced by workers, managers and the overall organization. This certificate will prove that you possess the necessary expertise to effectively support the organization in its efforts to implement and maintain a hazard identification and risk assessment project. You will be able to help an organization to identify hazards in advance, prioritize and treat risks, implement controls with regard to hazard identification, contribute to the improvement of an OH&S Management System and help in preventing undesired effects caused by hazardous risk.

## WHAT BENEFITS WILL IT BRING TO YOUR ORGANIZATION?

The implementation of a Hazard Identification and Risk Assessment process and system will positively affect the health and safety of the organization's employees. Organizations that establish, implement, maintain and continually improve a HIRA project will have the opportunity to develop and implement HIRA policies and objectives; determine hazardous risks associated with its activities; establish operational controls to manage its hazardous risks, legal and other requirements; increase awareness of hazardous risks; and evaluate the project performance by taking the appropriate actions to identify hazards in advance.

## HAZARD IDENTIFICATION AND RISK ASSESSMENT COURSES AVAILABLE AT CCQM

Course	Benefits	Duration
<b>Hazard identification and Risk Assessment Foundation</b>	Acquire the necessary skills to identify hazardous risks and establish controls to manage the risk.	2 days





# Sustainable Product Design

## WHAT CAN YOU BENEFIT IF CERTIFIED AGAINST SUSTAINABLE PRODUCT DESIGN?

This certificate will prove that you possess the necessary expertise to help the organization integrate environmental aspects into product design and development processes. You will be able to help an organization to reduce the potential adverse environmental impacts of the products throughout their entire life cycle. Moreover, this certificate will prove that you possess the necessary knowledge and skills to lead the environmental management and design teams by enhancing communications for the purpose of developing a sustainable product, achieving organization's objectives and increasing customer satisfaction.

## WHAT BENEFITS WILL IT BRING TO YOUR ORGANIZATION?

Organizations that implement a Sustainable Product Design project will have the opportunity to reduce production costs by optimizing the use of materials and energy, implementing more efficient processes, reducing waste disposal, identifying new products from discarded materials, improving customer loyalty, meeting and exceeding customers' expectations, reducing hazardous risks, attracting investments from environmentally conscious investors and enhancing employee motivation.

## SUSTAINABLE PRODUCT DESIGN COURSES AVAILABLE AT CCQM

Course	Benefits	Duration
<b>Sustainable Product Design Foundation</b>	Become familiar with the best practices for integrating environmental aspects into product design.	2 days





# Quality Management Systems



## QUALITY MANAGEMENT SYSTEMS

Quality Management Systems is the foundations of all standards and is the starting point for organizations to attain better process controls, improvements, and customer satisfaction. Quality management systems can be integrated with other management systems that cover different aspects and industries, levels, and functions of an organization, jointly, improving the efficiency and quality of the end product or service.

With that being said, having the necessary knowledge and expertise to implement quality management systems based on international standards enhances and sustains quality in: businesses customer services and satisfaction, medical devices manufacturing, production, records management, project management, testing and calibration laboratories, and automotive production/service process.

*“The ISO 9001 Lead Auditor courses were extremely helpful to train staff in different bases around the African globe. Thank you for this great product from CCQM. I was able to train more Lead and Internal auditors cost-effectively and familiarized more staff on the standard requirement. CCQM ISO 9001 courses are great and I have recommended them to others they have assured they will take the CCQM Lead Auditor courses next year.”* **George Ogoti, Managing Director at MMC AFRICA.**



# Quality Management based on ISO 9001

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## WHAT CAN YOU BENEFIT IF CERTIFIED AGAINST ISO 9001?

This certificate will prove that you possess the necessary expertise in effectively supporting an organization to implement and maintain best practices in quality processes. You will be able to set out areas of responsibilities throughout the process, which address the risks and opportunities leading to overall performance improvement. Further, you will be able to deliver consistent services through the effective use of resources and reach your objectives quicker. This will enhance your personal performance while improving the quality and services.

## WHAT BENEFITS WILL IT BRING TO YOUR ORGANIZATION?

This standard will provide your organization with the quality process and systems that will positively engage employees, build continual improvement culture, and lead to customer satisfaction. Ultimately, it will improve your credibility and image because being certified against this standard displays that your company has met certain requirements, and allows customers to make a confident decision and choose your organization among the rest.



## ISO 9001 COURSES AVAILABLE AT CCQM

Course	Benefits	Duration
ISO 9001 Introduction	Gain and increase knowledge in the ISO 9001 field.	1 day
ISO 9001 Foundation	Learn the basis of implementing and managing ISO 9001.	2 days
ISO 9001 Lead Implementer	Able to improve overall processes by implementing best practices based on ISO 9001.	5 days
ISO 9001 Lead Auditor	Ensure ISO 9001 management system is implemented properly in companies/ organizations.	5 days
ISO 9001:2015 Transition	Learn the most recent information and interpretation of the ISO/FDIS 9001:2015 requirements.	2 days

CCQM provides Management System Certification against ISO 9001. By effectively implementing ISO 9001 in your organization, you will enhance your credibility and competitive advantage in the market.

For more information on ISO 9001 Management System Certification, visit: <http://www.ccqm.ch/certification/iso-9001-quality-management/>





# Six Sigma Methodology Framework based on ISO 13053

## WHAT CAN YOU BENEFIT IF CERTIFIED AGAINST ISO 13053?

An ISO 13053 certification proves that you understand the Six Sigma tools and principles, and have the skills to help your organization achieve its objectives and reach process efficiency. You will be able to improve the process flow, decrease total defects, and increase productivity while bringing quality near to perfection and generating higher profits. In addition, you will learn the needed techniques to audit a Six Sigma process in order to assure continual improvement of the organization.

## WHAT BENEFITS WILL IT BRING TO YOUR ORGANIZATION?

The implementation of a Six Sigma methodology improves your organization's performance by developing the required capabilities to eliminate defects, waste and errors. It validates your organization's commitment to quality and helps to achieve your objectives while having satisfied customers and employees.

## ISO 13053 COURSES AVAILABLE AT CCQM

Course	Benefits	Duration
ISO 13053 Introduction	Learn about quantitative methods related to Six Sigma.	1 day
ISO 13053 Foundation	Learn about the requirements needed to implement phases of the ISO 13053 framework.	2 days
ISO 13053 Lead Implementer	You will acquire the knowledge and expertise to make definitions, measurements, and implement six sigma requirements.	5 days
ISO 13053 Lead Auditor	You will learn to plan and initiate an ISO 13053 audit.	5 days





# Six Sigma Belts

## WHAT CAN YOU BENEFIT IF CERTIFIED AGAINST SIX SIGMA BELTS?

Six Sigma Belts validate that you are familiar with the fundamental Lean and Six Sigma concepts and that you acquire the necessary knowledge and skills to support an organization improve a process and implement fundamental Six Sigma principles. Certified individuals will have the opportunity to prove that they are skilled enough to identify, analyze and solve problems along with ensuring quality improvements.

## WHAT BENEFITS WILL IT BRING TO YOUR ORGANIZATION?

Involving certified Six Sigma Belts individuals in an organization will lead the organization towards the implementation of a successful process improvement methodology which will improve the quality of products or processes. Moreover, certified individuals will support the organization to understand how the process improvement techniques are used and how they help the organization succeed and improve the business process.

## SIX SIGMA COURSES AVAILABLE AT CCQM

Course	Benefits	Duration
Six Sigma Yellow Belt	Become familiar with the fundamental Six Sigma concepts.	2 days
Six Sigma Green Belt	Develop the necessary skills to successfully apply a rigorous methodology to improve processes and solve problems.	1 week
Six Sigma Black Belt	Understand in depth the Six Sigma methodologies, principles and best practices to successfully apply them in process improvement, and enhance the ability to teach others to implement Six Sigma fundamental principles in an organization.	4 weeks





# Quality Management for Medical Devices based on ISO 13485

## WHAT CAN YOU BENEFIT IF CERTIFIED AGAINST ISO 13485?

Being certified against ISO 13485 will enable you to improve, monitor and maintain effective processes, in order to ensure the achievement of planned results based on the customer, quality and regulatory requirements. This certificate will prove that you have gained the expertise to establish a quality management system for the design, development, production, and manufacturing of medical devices, ensuring that the organization is constantly delivering safe medical devices for their intended purpose.

## WHAT BENEFITS WILL IT BRING TO YOUR ORGANIZATION?

ISO 13485 certification will provide your organization with global recognition, credibility, and improved legal and contractual requirements. This will allow a more easy access to the global market and increase the probability of your organization to deliver effective and safe medical devices, which will result in an increase on consumers and suppliers confidence.

## ISO 13485 COURSES AVAILABLE AT CCQM

Course	Benefits	Duration
ISO 13485 Introduction	Introduction to the framework related to ISO 13485.	1 day
ISO 13485 Foundation	Learn the concepts and implementation requirements of ISO 13485.	2 days
ISO 13485 Lead Implementer	You will be able to plan and implement MDQMS based on ISO 13485 requirements.	5 days
ISO 13485 Lead Auditor	Ensure the compliance to the standard by initiating and conducting an ISO 13485 audit.	5 days

CCQM provides Management System Certification against ISO 13485. With the proper implementation in your organization, you will deliver effective and safe medical devices, which will increase the satisfaction of consumers and stakeholders.

For more information on ISO 13485 Management System Certification, visit: <http://www.ccam.ch/certification>





# Laboratory Management based on ISO/IEC 17025

## WHAT CAN YOU BENEFIT IF CERTIFIED AGAINST ISO/IEC 17025?

This certificate will validate your capabilities in assisting your laboratory on being technically competent and able to produce precise and accurate test and/or calibration data. In addition, it will provide you with a benchmark for maintaining the competence and capability to open your laboratory's doors for accreditation and international recognition.

## WHAT BENEFITS WILL IT BRING TO YOUR ORGANIZATION?

ISO/IEC 17025 accreditation is an effective tool that can be used to succeed in the competitive market by allowing your laboratory to assure customers that the calibration, test or measurement data supplied by the organization are reliable, accurate and safe.



## ISO/IEC 17025 COURSES AVAILABLE AT CCQM

Course	Benefits	Duration
<b>ISO/IEC 17025 Introduction</b>	Introduction to administrative and technical operations for testing and calibration laboratories.	1 day
<b>ISO/IEC 17025 Foundation</b>	Learn about the requirements for the implementation of ISO/IEC 17025 in a laboratory.	2 days
<b>ISO/IEC 17025 Lead Implementer</b>	Be able to initiate and implement an LMS and prepare it for accreditation.	5 days
<b>ISO/IEC 17025 Lead Assessor</b>	Conduct and ensure the follow-up of an ISO/IEC 17025 audit.	5 days





# Project Management based on ISO 21500

## WHAT CAN YOU BENEFIT IF CERTIFIED AGAINST ISO 21500?

ISO 21500 certification will prove that you have understood the essential concepts and processes required to successfully provide a framework that sets the roles and responsibilities to deliver effective projects. Furthermore, it will show that you are a competent professional, who is able to test whether the different assumptions and chosen approaches of diverse projects are in-line with the organization's policies regarding its roles, responsibilities, processes and objectives. This certification proves your ability to work on international projects and your flexibility as an employee.

## WHAT BENEFITS WILL IT BRING TO YOUR ORGANIZATION?

Implementing an ISO 21500 guidance framework in your organization will result in increased business performance and reduced costs. The latter can be achieved by avoiding the costs involved and allocating the resources or funds to other relevant parts of ongoing projects. Furthermore, it helps your organization to understand the essential principles of project management and improve internal communications. The improved internal communications will enable the simplification of terminology and the transfer of knowledge between projects in order to improve their delivery.

## ISO 21500 COURSES AVAILABLE AT CCQM

Course	Benefits	Duration
ISO 21500 Introduction	Get introduced to the terms and definitions concerning Project Management.	1 day
ISO 21500 Foundation	Become familiar with the main concepts and processes regarding the supervision of Project Management implementation based on ISO 215000.	2 days
ISO 21500 Project Manager	Learn how to plan, implement, control and close the processes as specified in ISO 21500 requirements.	3 days
ISO 21500 Lead Project Manager	Master the fundamental principles and concepts of project management in accordance with ISO 21500.	5 days
ISO 21500 Lead Auditor	Develop the necessary expertise to conduct Project Management audits.	5 days





# Management System for Records based on ISO 30301

## WHAT CAN YOU BENEFIT IF CERTIFIED AGAINST ISO 30301?

ISO 30301 Certification validates that you have acquired the necessary skills to lead, direct and support an organization to successfully implement and manage a Management System for Records (MSR). You will be able to provide sustainable and consistent services by establishing a records system that is reliable, up-to-date, properly managed and consistently retrieves usable information, while ensuring accountability to present and future interested parties. More importantly, regardless of the type of organization, proving that you have the necessary capabilities to successfully manage records and comply with the standard's requirements is always an advantage.

## WHAT BENEFITS WILL IT BRING TO YOUR ORGANIZATION?

Becoming ISO 30301 certified will enable you to reduce risks, maintain accountability, improve your organization's efficiency and strategic decision making, and optimize its continuity. This certification will provide your organization with a framework that allows it to integrate record's requirements into its management system and implement techniques to minimize duplication, redundancy and incompatible data.

## ISO 30301 COURSES AVAILABLE AT CCQM

Course	Benefits	Duration
ISO 30301 Introduction	Learn the fundamental principles of a Management System for Records (MSR).	1 day
ISO 30301 Foundation	Learn about the implementation requirements of a MSR based on ISO 30301.	2 days
ISO 30301 Lead Implementer	Gain the necessary knowledge to control, monitor, measure, and audit a MSR.	5 days
ISO 30301 Lead Auditor	Be able to prepare and launch an audit to see if the management system for records is properly implemented.	5 days

CCQM provides Management System Certification against ISO 30301. Certifying your management system against this standard will improve your organization's efficiency by minimizing duplication and incompatible data.

For more information on ISO 30301 Management System Certification, visit: <http://www.ccqm.ch/certification>





# Root Cause Analysis

## WHAT CAN YOU BENEFIT IF CERTIFIED AGAINST ROOT CAUSE ANALYSIS?

Root Cause Analysis Certification proves that you possess the necessary knowledge and skills to investigate the appropriate problems/ issues, perform the cost benefit analysis, and establish the triggers that drive you to the Root Cause Analysis process. By understanding and employing the basic techniques associated with Root Cause Analysis, you will be able to assist your organization to increase its productivity and decrease its downtime.

## WHAT BENEFITS WILL IT BRING TO YOUR ORGANIZATION?

By supporting critical thinking and advanced problem solving skills, Root Cause Analysis promotes a proactive culture within an organization. Root Cause Analysis prevents the future occurrence of system and equipment failures, thus, driving continuous and performance improvement. An organization will facilitate best practices of Root Cause Analysis by selecting and applying a range of problem solving tools, such as 5 Whys, Ishikawa, Mind mapping diagram, Flow chart, Pareto chart, Scatter diagram and Poka-Yoke.

## ROOT CAUSE ANALYSIS COURSES AVAILABLE AT CCQM

Course	Benefits	Duration
Root Cause Analysis Foundation	Learn how to conduct a Root Cause Analysis based on the best international practices.	2 days





# Quality Assurance and Control Plan

## WHAT CAN YOU BENEFIT IF CERTIFIED AGAINST QUALITY ASSURANCE AND CONTROL PLAN?

Quality Assurance and Control Plan training helps participants to gain the necessary knowledge and skills to establish a quality plan, which aims to increase the confidence that processes are under control and an organization's quality management system requirements will be met. Certified participants will be able to prove that they possess the necessary expertise to help an organization to develop, review, accept, apply and revise a quality plan. Moreover, the participant will be able to ensure the high quality of implemented controls and promote continual improvement within the quality management system.

## WHAT BENEFITS WILL IT BRING TO YOUR ORGANIZATION?

The implementation of a Quality Assurance and Control Plan process in an organization will lead the implementation of a quality plan that is applicable to the entire management system, not only to the quality management system. Organizations that develop, apply, accept, and review quality plans will have the opportunity to relate the specific requirements of the processes, products or projects to the work-related methods and practices that support product realization.



## QUALITY ASSURANCE & CONTROL PLAN COURSES AVAILABLE AT CCQM

Course	Benefits	Duration
Quality Assurance and Control Plan Foundation	Learn about the management phases of Quality Assurance and Control Plan based on the best international practices.	2 days





# Customer Satisfaction

## **WHAT CAN YOU BENEFIT FROM UNDERSTANDING THE OPERATION AND PRINCIPAL PROCESSES OF CUSTOMER SATISFACTION?**

Customer Satisfaction Foundation training helps participants to acquire knowledge on the main customer satisfaction principles, methods of meeting customers' needs, and forecasting the future possibilities of product acquisition by existing and new customers. This certificate will prove that the participant possesses the necessary expertise to determine the gaps between customers' expectations and perception. In addition, the participants will be able to support organizations in implementing a systematic approach to monitor and measure customer satisfaction and strengthen customer confidence.

## **WHAT BENEFITS WILL IT BRING TO YOUR ORGANIZATION?**

The implementation of this framework helps organizations in establishing a systematic approach to monitor and measure customer satisfaction. Additionally, it provides guidance for the implementation of an organizational framework that enables the planning, operation, maintenance and improvement of monitoring and measuring customer satisfaction processes. Organizations that establish the customer satisfaction process will have the opportunity to easily determine the degree of satisfaction (customer's view of quality) and conformity (organization's view of quality) by using the customer satisfaction conceptual model as guided by ISO 10001 and ISO 10004.

## CUSTOMER SATISFACTION COURSES AVAILABLE AT CCQM

Course	Benefits	Duration
<b>Customer Satisfaction Foundation</b>	Acquire knowledge on the main customer satisfaction principles and methods of meeting customers' needs.	2 days





# Transportation, Telecom and Energy



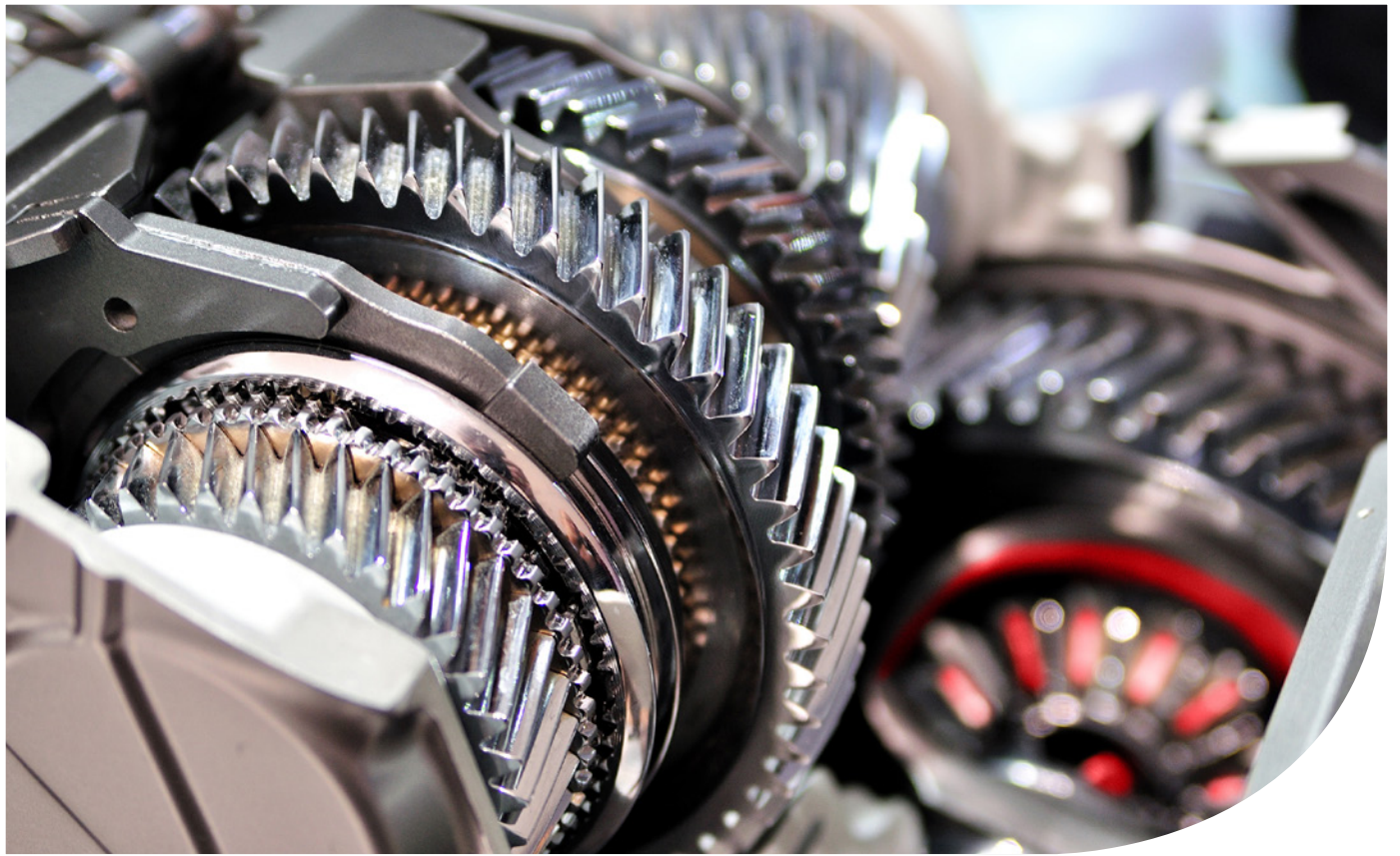
## TRANSPORTATION, TELECOM AND ENERGY

Transportation, Telecom and Energy standards include a set of activities, which intend to ensure qualitative processes and procedures within an organization, such as planning of processes, identifying customer needs and setting organizational goals and objectives.

By attending our trainings, you will be able to help organizations offer qualitative services based on ISO standards; establish continual improvement processes in the telecommunication industry; improve the design and development of automotive-related products; enhance the quality of petroleum, petrochemical and natural gas; reduce serious accidents related to road traffic; ensure the safety of air travels; and build a systematic approach in attaining the continual improvement of energy performance within organizations.

*"All CCQM courses which I conducted had rich content and the most up to date information needed for myself. In addition, the courses which I attended made me more recognized in my field of profession. The ISO 50001 course is the best type of course I attended because the design and language made it attractive and understandable which allowed me to achieve the goal of what I am looking for. I would like to thank CCQM for their existence; it made me more recognized when it mattered."*

**KEFAH EL-GHOBBAS, Management Consultant and Trainer at  
Expert Organisational Development**



# Quality Management for Automotive Industry based on IATF 16949

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## WHAT CAN YOU BENEFIT IF CERTIFIED AGAINST IATF 16949?

This certification will give you the opportunity to acquire the necessary technical skills in the automotive industry and therefore boost your international acceptance and credibility, whereby you will become the most wanted candidate in the job market. Ultimately, it provides you with consistency and confidence in operations and improves your reputation among different companies that operate in the automotive industry. Being certified against this standard will allow you to improve product and process quality, and the organization's reliability.

## WHAT BENEFITS WILL IT BRING TO YOUR ORGANIZATION?

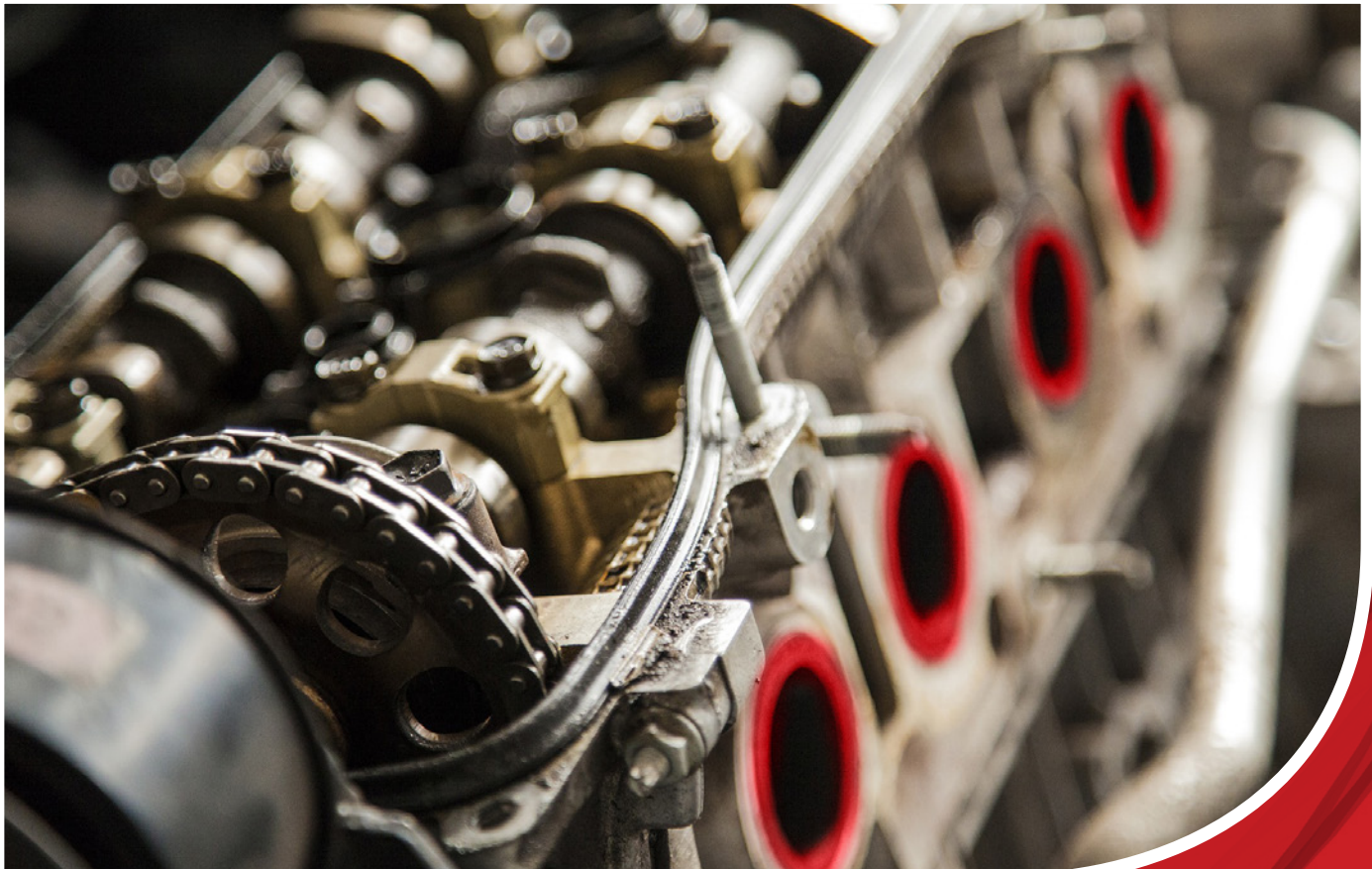
IATF 16949 will improve your organization's overall performance and customer focus. Certification against this standard is a must, because it will help your organization to enhance its reputation and commitment to providing high quality products and/ or services and attaining customer satisfaction.

## IATF 16949 COURSES AVAILABLE AT CCQM

Course	Benefits	Duration
<b>IATF 16949 Introduction</b>	Get an introduction to the framework of IATF16949.	1 day
<b>IATF 16949 Foundation</b>	Learn about the implementation requirements of IATF 16949.	2 days
<b>IATF 16949 Lead Implementer</b>	Be able to help your organization by implementing and deploying an AQMS based on IATF16949.	5 days
<b>IATF 16949 Lead Auditor</b>	Ensure that your organization is operating in compliance with IATF16949 by conducting an audit.	5 days

CCQM provides Management System Certification against IATF 16949. Certifying your management system against this standard will improve your organization's performance and enhance its credibility in the market.

For more information on IATF 16949 Management System Certification, visit: <http://www.ccqm.ch/certification>





# Quality Management for Oil & Gas Industry based on ISO/TS 29001

## WHAT CAN YOU BENEFIT IF CERTIFIED AGAINST ISO/TS 29001?

ISO/TS 29001 is globally recognized as the quality management system within the petroleum, petro-chemical and natural gas industries. Its certification allows you to work with oil & gas organizations and supply chains. In addition, it proves that you have the necessary expertise to be involved in the exploration, production, transportation and refining of petroleum and natural gas products. This certification will improve your ability to manage risk and increase performance by continually improving the internal development of the organization, emphasizing the prevention of waste in the supply chain, and making personnel and public safety of primary importance.

## WHAT BENEFITS WILL IT BRING TO YOUR ORGANIZATION?

Gradually, organizations that operate in this industry will need certification against this standard in order to secure new deals and contracts. By being certified against this standard, your organization will be able to demonstrate its commitment to management, ensure global consistency and gain license to trade. Furthermore, it will increase assurance regarding the supply of qualitative goods and/or services for the companies and industries involved.



## ISO/TS 29001 COURSES AVAILABLE AT CCQM

Course	Benefits	Duration
<b>ISO/TS 29001 Introduction</b>	Learn about the main principles of a quality management system according to ISO/TS 29001.	1 day
<b>ISO/TS 29001 Foundation</b>	Gain knowledge about the requirements needed to implement ISO/TS 29001 in the specific industry.	2 days
<b>ISO/TS 29001 Lead Implementer</b>	Be able to control, monitor and implement a QMS based on ISO/TS 29001.	5 days
<b>ISO/TS 29001 Lead Auditor</b>	Develop the necessary expertise to conduct an audit for the purpose of determining whether the management system of petroleum, petrochemical and natural gas industries, sector specific to product and service supply organizations based on ISO/TS 29001:2010, has been properly implemented.	5 days





# Road Traffic Safety Management based on ISO 39001

## WHAT CAN YOU BENEFIT IF CERTIFIED AGAINST ISO 39001?

Being certified against this standard will allow you to meet the safety and social responsibility targets by increasing awareness about the legal issues concerning Road Traffic Safety. Furthermore, you will demonstrate that you take targets regarding the reduction of traffic accidents and reimbursement on insurance premiums seriously. You will also gain the necessary expertise to identify ways to improve efficiency through good management and reduced costs.

## WHAT BENEFITS WILL IT BRING TO YOUR ORGANIZATION?

This certification will enable your organization to improve its operating processes and maintain an effective operating system, which is in compliance with the organization's objectives and other regulations. In addition, it will provide the organization with competitive advantage. Being certified against this standard will improve your organization's image and reputation, and create a sustainable business structure.

## ISO 39001 COURSES AVAILABLE AT CCQM

Course	Benefits	Duration
ISO 39001 Introduction	Learn about the main concepts and principles of ISO 39001.	1 day
ISO 39001 Foundation	Learn about the implementation requirements of a Road Traffic Safety Management System (RTSMS) based on ISO 39001.	2 days
ISO 39001 Lead Implementer	Gain the knowledge and skills to plan and implement an RTSMS based on ISO 39001.	5 days
ISO 39001 Lead Auditor	Ensure that organizations are operating in compliance with ISO 39001 requirements by conducting an audit.	5 days

CCQM provides Management System Certification against ISO 39001. Certifying your management system against this standard will improve your operating processes and your organization's brand value and image.

For more information on ISO 39001 Management System Certification, visit: <http://www.ccqm.ch/certification/iso-39001-road-traffic-safety-rtms-management-system/>





# Energy Management based on ISO 50001

## WHAT CAN YOU BENEFIT IF CERTIFIED AGAINST ISO 50001?

Being certified against this standard demonstrates that you have the necessary knowledge to improve energy performance within an organization. This can be achieved by reducing costs, while improving sustainability. ISO 50001 will enhance your knowledge on equipment efficiencies. It will also enable you to step-up your skills in developing a policy for a more efficient use of energy, and set energy efficiency targets and objectives that are mandatory and/or voluntary (depending on the regulations). Additionally, you will be given the opportunity to acquire the necessary skills to use data for the purpose of understanding and taking better decisions concerning energy. You will also be able to identify and manage the risks surrounding future projects, which will integrate into the organization's structures.

## WHAT BENEFITS WILL IT BRING TO YOUR ORGANIZATION?

This certification will significantly improve your organization's energy performance by enhancing the security of the energy supplied and providing customers with evidence of the organization's commitment to operate in compliance with regulations. Further, this standard will decrease energy expenses for the organization by meeting the current and future mandatory and/or voluntary energy requirements or greenhouse-gas emission reduction targets.

## ISO 50001 COURSES AVAILABLE AT CCQM

Course	Benefits	Duration
ISO 50001 Introduction	Learn the essentials in the field of Energy Management according to ISO 50001.	1 day
ISO 50001 Foundation	Gain knowledge about the requirements needed to implement an Energy Management System (EnMS) based on ISO 50001.	2 days
ISO 50001 Lead Implementer	Be able to implement and review an EnMS in accordance with ISO 50001.	5 days
ISO 50001 Lead Auditor	Learn how to design and master the skills to conduct an ISO 50001 audit.	5 days

CCQM provides Management System Certification against ISO 50001. With the implementation of this management system, your organization will decrease energy costs and improve energy performance.

For more information on ISO 50001 Management System Certification, visit: <http://www.ccqm.ch/certification/iso-50001-energy-management-systems/>



## CHOOSE THE CCQM CERTIFICATION THAT IS RIGHT FOR YOU & YOUR ORGANIZATION

Through its global presence, CCQM provides certification services for exemplified persons. It offers excellent programs with the best proven international practices and methodologies, and internationally recognized standards, which help you enhance your competency in a variety of practices.

The CCQM Certified Training Courses will help you acquire the best industry practices that will enable you to learn about how changes can affect your organization's management systems. Earning a credential from CCQM speaks volumes about you as a certified person. A CCQM Certificate distinguishes you as a professional with proven skills and knowledge on various fields of ISO standards.

By holding a CCQM Certification, you will demonstrate that you have the necessary capabilities and expertise to support and shield an organization against persistent, changing and undefined threats in a moderately challenging environment.

Become a CCQM Certified expert and join the world of globally known professionals!

### SUMMARY OF MAIN REQUIREMENTS

Exam	Credentials	Professional Experience	Audit Experience	Project Experience
Foundation	Foundation			
	Provisional Auditor			
Lead Auditor	Auditor	2 years (1 in specialized field)	200 hours	
	Lead Auditor	5 years (2 in specialized field)	300 hours	
	Provisional Implementer			
Lead Implementer	Implementer	2 years (1 in specialized field)		200 hours
	Lead Implementer	5 years (2 in specialized field)		300 hours
Lead Auditor + Lead Implementer	Master	10 years (6 in specialized field)	500 hours	500 hours





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Customer Service



*When Quality Matters*

[www.ccqm.ch](http://www.ccqm.ch)