

# HAITHAM A. AL-QA'QAA'

## PERSONAL INFORMATION

Date of Birth: April 21, 1979  
Nationality: Jordanian  
Marital Status: Married

## EDUCATION

B.S.C. INDUSTRIAL ENGINEERING 2004	Jordan University of Science and Technology
BUSINESS DIPLOMA 2008 (HUMAN RESOURCES, EFFECTIVE COMMUNICATIONS, & BUSINESS FINANCE)	University of Cambridge International Education The German-Jordanian University – Talal Abu-Ghazaleh College of Business

## OVERVIEW

### I have specific experience in the following areas:

- Excellence Models (EFQM, KAA, DGEP, SKEGP, Malcolm Baldrige....etc)
- Public sector organizations and public sector development.
- EFQM Accredited Tutor for EFQM assessor training (EAT Course).
- EFQM Leader for Excellence Trainer
- EFQM Validator Trainer
- ISO 26000 – SR (Social Responsibility) National Expert.
- EFQM C2E Validation Process
- EFQM Excellence model (Model 2013, 2010 and 2003)
- EFQM Model Assessment (EFQM 2013, 2010 Model - Assessor and Trainer certificate)
- King Abdullah Award for Government Performance and Transparency.
- King Abdullah Award for Excellence for Private Sector, NGO's, Business Associations.
- Training experience (Assessor training, Mentor training, Excellence models training, strategic planning, presentation and communication skills, and other soft skills training), conducted trainings in Oman, Saudi Arabia, Kuwait, in addition to Iraqi delegates in Amman.
- Strategic Planning
- Balanced Scorecards (BSC)
- Human Resources Management systems: Performance Appraisal, Reward Management, Succession Planning, Remuneration & Incentives, and Salaries & Compensations.
- Quality Assurance and Quality Control functions
- ISO
- Monitoring and Evaluation
- Change Management
- Risk Management
- Knowledge Management
- Key Performance Indicators (KPIs)
- Process Mapping & Streamlining
- Business Process Reengineering (BPR)
- Customer Relationship Management (CRM)
- Customer Satisfaction and Mystery Shopper

## WORK EXPERIENCE

<ul style="list-style-type: none"><li>▪ October 2009- present</li></ul>	<p><b><u>King Abdullah II Center for Excellence</u></b></p> <p><b>Amman-Jordan</b></p> <p><b>Training Manager, July 2012 - Now</b></p> <p><b>Quality &amp; Training Supervisor</b></p> <p><b><u>Main Tasks and Duties:</u></b></p> <ul style="list-style-type: none"><li>– Responsible for providing the EFQM Assessor Training course (EAT) based on EFQM 2013 Model</li><li>– Responsible for providing the Assessor training to assessor candidates for the three excellence awards, (King Abdullah II award for excellence in government performance and transparency, King Abdullah II award for excellence in private sector, King Abdullah II Award for Business Associations), conducted more than 20 Assessor training courses</li><li>– Interfacing and communicating with assessors for the King Abdullah II Awards for Excellence.</li><li>– Responsible for developing and maintaining relations with international quality organizations such as EFQM and the Malcolm Baldrige Awards to have access to international auditors/assessors for the King Abdullah II Awards for Excellence.</li><li>– Responsible for providing mentor training to mentor candidates for the three excellence awards, (King Abdullah II award for excellence in government performance and transparency, King Abdullah II award for excellence in private sector, King Abdullah II Award for Business Associations).</li><li>– Responsible for providing specialized training (EFQM excellence Model) to candidates for the three excellence awards, (King Abdullah II award for excellence in government performance and transparency, King Abdullah II award for excellence in private sector, King Abdullah II Award for Business Associations).</li><li>– Responsible for interfacing with international quality agencies such as EFQM and Malcolm Baldrige to interactively identify the training/mentoring requirements for assessors/auditors and mentors.</li><li>– Responsible for accepting registration from individuals and institutions (Private, business associations) wishing to undergo a quality improvement program and audit.</li><li>– Responsible for maintaining, assessing and reviewing the quality management system adopted by KACE, and reports directly to the CEO on the performance of the quality management system.</li><li>– Reviewing strategic plan, action plans and monitor performance against objectives and KPIs according to balanced scorecard approach</li><li>– Responsible for monitoring and evaluating the mystery shopper services and customer satisfaction services included within King Abdullah II award for excellence in government performance and transparency.</li><li>– Reviewing, developing and updating the strategic and action plans in the Center.</li><li>– Participating in monitoring and revising the final reports submitted by assessors</li><li>– Participating in self assessment and internal audits for KACE to identify suitable areas for improvements.</li><li>– Participating in preparation for EFQM self assessment to Recognized 4 Excellence</li><li>– Responsible for analyzing the stakeholders' perception gathered through several ways such as surveys.</li><li>– Facilitator for more than 150 organizations in applying the awards criterion.</li><li>– Trainer in the awards criteria (Leadership, Policy &amp; Strategy, Processes Management, HR development, Finance, and knowledge management..)</li></ul>
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<ul style="list-style-type: none"> <li>▪ October 2008- september 2009</li> </ul>	<p><b><u>Reach Group, Management consulting</u></b></p> <p><b>Amman-Jordan</b></p> <p><b>Consultant – Strategic Management, Processes Management</b></p> <p><b>Main Tasks and Duties:</b></p> <ul style="list-style-type: none"> <li>– Develop and deliver products and Management Consultancy services regarding Strategic Management, including developing Strategic Plans, detailed Work Plans, Follow-up and Evaluation Methodologies, preparation of Risk Management Plans, and aligning Strategic Plans with the Balanced Score Cards performance.</li> <li>– Develop and deliver products and Management Consultancy services regarding the Business Processes Management and Quality Management systems, Including preparation and development of Methodologies, Procedures and Manuals for the management of operations, Design and develop Key Processes, Analyze and Assess the current situation , BPR (Business Process Re-engineering), and identify inputs of processes for Automation, KPI (Key performance indicators), Supervising the application of new systems ,Drawing processes using VISIO, Developing tools of Quality Management Systems.</li> </ul>
<ul style="list-style-type: none"> <li>▪ April 2005 – October 2008</li> </ul>	<p><b><u>Ministry of Planning and International Cooperation (MoPIC).</u></b></p> <p><b>Head of Quality Assurance Section.</b></p> <p><b>Quality Assurance Auditor</b></p> <p><b>Main Tasks and Duties:</b></p> <ul style="list-style-type: none"> <li>– Leading Strategic Management processes overall the Ministry including SWOT analysis, Risk Management, Monitoring and Evaluation and Prepare, monitor, and review the ministry's strategic plans.</li> <li>– Project Manager for Ministry's participation in King Abdullah Award for Government Performance and Transparency.</li> <li>– Project Manager for implementation of the automated Balanced Score Card (BSC) system in the Ministry of Planning and International Cooperation (MoPIC).</li> <li>– Leader of Processes criterion Team, King Abdullah Award for Government Performance and Transparency.</li> <li>– Member of leadership criterion and People criterion Teams, King Abdullah Award for Government Performance and Transparency.</li> <li>– Coordinator, Balanced Scorecards (BSC) project.</li> <li>– Member of the core team for Balanced Score Card (BSC) project in the Ministry of Planning and International Cooperation and coordinator for the Operational Excellence theme.</li> </ul>

<ul style="list-style-type: none"> <li>▪ April 2005 – October 2008</li> </ul>	<ul style="list-style-type: none"> <li>– Review, update, and properly implement the Ministry's risk and change management methodologies.</li> <li>– Supervising the implementation of Balanced Score Card system (BSC).</li> <li>– Develop a culture that embodies excellence through adopting organizational development initiatives and projects such as Excellence Models, Balanced Scorecards, Total Quality Management, Learning Organization, Restructuring, Business Process Reengineering, and Management by Objectives.</li> <li>– Responsible for quality assurance and quality control functions.</li> <li>– Implement, update, and control the Ministry's standard operating procedures and ensure continuous streamlining of processes.</li> <li>– Spread the culture of quality among all ministry employees through awareness sessions periodically to ensure that the policy of quality, clear, understandable and applicable by all staff.</li> <li>– Overseeing the preparation of internal audit and review of regulations and inspection programs to ensure coverage for all standard operating procedures in the ministry and review a summary of the results of internal audit and set a date for follow up the implementation of corrective actions.</li> <li>– Adoption of standards and mechanisms by which to measure the performance of the departments of the Ministry of Planning and international cooperation and their commitment to working procedures adopted.</li> <li>– Supervising the operations control and issuing major documents, coding and ensuring the use of latest version of each document for all staff involved</li> <li>– Measure and analyze customer satisfaction both internally and externally.</li> <li>– Investigative and analyze customers and employees suggestions and complains.</li> <li>– Updating, developing, and overseeing the implementation of HR policies and systems which include: Employment policies, Job descriptions and employee specifications; Rewarding and compensation policies; Salary administration; Motivation and incentives; Performance appraisal; Forecasting (supply and demand); Succession planning; Employee training and development; Career Development; Communication skills development; Employee retention; Employee welfare..</li> <li>– Preparation of various HR reports.</li> <li>– Ensuring that the Ministry is implementing standard HR/Personnel systems and programs which have been designed and developed to meet the requirements of excellence in Human Resources Management.</li> <li>– Modifying and updating the organizational structure of the Ministry to meet the work requirements</li> <li>– Preparing and updating Job Descriptions for the employees.</li> <li>– Conducting Orientation sessions for the new employees.</li> <li>– Preparing the Ministry's annual report</li> </ul>
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## RELEVANT ACTIVITIES, MEMBERSHIPS AND PARTICIPATIONS

- Assessor, Abu Dhabi Electricity and Water authority (ADWEA) internal award assessment – 4G Model- Innovation and people criteria- UAE, May, 2017.
- Team Leader - EFQM R4E Assessment– Department of Economic Development-Dubai – UAE - Jan, 2017
- Assessor - Dubai Electricity and Water Authority (DEWA)- internal Award Assessment-Dubai-12/2016
- EFQM R4E Assessor - Petromin Corporation –Saudi Arabia –Sep. 2016.
- Member of EFQM regional technical committee.
- Project manager of the E-Government Award Program in cooperation with Ministry of Information and Communications Technology (MoICT).
- Ideal Employee for Excellence in the Civil Service Assessment Committee –assigned by Civil Service Council – Jordan- 2016
- Team Leader - EFQM R4E Assessment– Dubai Customs – UAE-Dubai- Jan, 2016
- Team Leader - King Abdullah II Award for Excellence in Government performance and Transparency – Economic and Investment Sector, 1st time participating organizations category.
- Team Leader, King Abdullah II Award for Excellence in NGOs category
- EFQM R4E Assessor– Emirate Nuclear Energy Corporation (ENEC) – UAE-Abu Dhabi- 2015
- Team Leader- King Abdullah II Award for Excellence in Government performance and Transparency, King Abdullah II award for excellence private sector, King Abdullah II Award for Excellence for Business Associations and Not-for-Profit Organizations Sector - 2015
- Team Leader- Excellence in Public Service Award-King Abdullah II Center for Excellence – 3rd cycle 2015
- Project Manager – R4E project – KACE /2014
- Development of Sustainability Award Criteria in cooperation with USAID-Water Reuse and Environmental Conservation Project and Ministry of Environment.
- Development of Jordanian Exporter Award Criteria in cooperation with Jordan Enterprise Development Corporation (JEDCO).
- Team Leader- Excellence in Public Service Award-King Abdullah II Center for Excellence – 2nd cycle 2014
- Assessor - Emirates Government Service Excellence Programme – Phase III - (2014)-7 stars UAE Model
- Assessor - Sheikh Khalifa Government Excellence Program (3rd cycle 2014)
- Steering and Technical Committee member, Municipality performance assessment.2010
- R4E Assessor and Project Manager – Ministry of Presidential Affairs – UAE-Abu Dhabi- 2013
- Assessor – Abu Dhabi Award for Excellence in Government Performance 2013-Main Category
- Assessment of Cooperatives and projects (Member of steering and technical committee that works in setting standards and assessing best Cooperatives and best Project) - 1st and 2nd cycle 2012, 2013.
- Lead Assessor- King Abdullah II Award for Excellence in Government performance and Transparency, King Abdullah II award for excellence private sector
- Speaker- Measurement and Evaluation of strategic performance and Excellence in Islamic institutions-Kuwait, Jan.2013
- Assessor - Emirates Government Service Excellence Programme – Phase I - (2012)-7 stars UAE Model
- Member of translation team for EFQM 2013 Model into Arabic.
- Translation of J2E (journey to Excellence) course into Arabic (based on EFQM 2013 model).
- Developing model and criteria for NGO and non for profit Organizations Award.
- Team Leader- Excellence in Public Service Award-King Abdullah II Center for Excellence – 1st cycle 2012
- ISO 26000, (member of National Mirror Committee who is responsible for national vote and comments on ISO 26000 International standards draft, Adoption of ISO 26000 standard for Jordan 2032.
- National Consultant on Social Responsibility and Certified Trainer in the Same Field.
- Providing technical assistant for a pilot organization (Consolidated Consultants CC) to build "Social Responsibility system" according to the International Standard (ISO) 26000 – Guidance on Social Responsibility. Amman – Jordan.
- Conducting a training on ISO 26000 for Industry Sector / Jordan Chamber of Industry, May 2013
- Assessor - Sheikh Khalifa Government Excellence Program (2nd cycle 2012)

## TRAINING

2016	Qualified Assessor Training (QAT) and Trainer Accreditation Workshop (TAW)	EFQM	DUBAI
2016	CIVIL SERVICE DEVELOPMENT PROGRAMME - one year	INSPIRATIONAL DEVELOPMENT GROUP	UK- ROYAL MILITARY ACADEMY SANDHURST
2016	Trainer Accreditation Workshop (Validator course)	EFQM	JORDAN
2014	Tot - Jordanian Exporter Award	Adnan Ziadat - Competence Management Consulting Ltd.	JORDAN

2014	Civil service management and leadership	National School of Administration (ENA) in France	JORDAN
2013	ISO 26000 – SR (Social Responsibility) National Expert	Martin Neureuther- ISO	JORDAN
2012	Results Oriented Government Tools	USAID	JORDAN
2012	Trainer Accreditation Workshop (EAT course 2013)	Maxim Henri Lagrilliere - EFQM	JORDAN
2012	EFQM Assessor Training 2013	Maxim Henri Lagrilliere - EFQM	JORDAN
2012	Committed to Excellence Validator	Maxim Henri Lagrilliere - EFQM	JORDAN
2012	Mastering Meaningful Messages	Dr. Irena Yashin-Shaw PhD	JORDAN
2012	Governance in the Public Sector	ENA	JORDAN
2010	Training Accreditation Workshop (L4E course)	EFQM	JORDAN
2010	EFQM leaders for Excellence	EFQM	JORDAN
2010	Image Management & Public Speaking	Zein Ghanma	JORDAN
2010	EFQM Assessor Training – 2010 Model	EFQM	JORDAN
2009	Communication skills at the Workplace	Zein Ghanma	JORDAN
2007	Essential Management skills for New Managers	IIR	DUBAI
2006	Accounting for non-Accountants	Joint Effort Group	JORDAN
2005	Business Process Reengineering BPR	Method	JORDAN
2005	Process Mapping & Streamlining	Excellence, Inc.	JORDAN
2005	Balanced Scorecards	Excellence, Inc.	JORDAN
2005	Strategic Planning and Balanced Scorecard	Excellence, Inc.	JORDAN
2005	Key Performance Indicators	Excellence, Inc.	JORDAN
2005	King Abdullah Award for Government Performance and Transparency	Excellence, Inc.	JORDAN
2005	Knowledge Management	Ejabi	JORDAN
2005	ARIS Basics – ATS1, Business Process Modeling tool successfully completed the training program in ARIS Basics.	PALMA	JORDAN
2005	Internal Quality Auditing.	LRQA	JORDAN
2005	Exceeding Customer Expectations	United Skills	JORDAN
2005	Quality assurance audit	Reference, Inc.	JORDAN
2004	Practical Training, two months experience in the Production Planning & Quality Control Division.	Modern Aluminum Company (MODAL)	JORDAN
2003	Practical Training, two months experience in the Production Planning & Costing & Quality Control.	Petra Aluminum Company	JORDAN

#### **LANGUAGES**

- Arabic: Native

- English: Excellent

#### **CERTIFICATES**

- EFQM Accredited Tutor for EFQM Qualified Assessor training (QAT Course).
- EFQM Accredited Tutor for EFQM assessor training (EAT Course).
- EFQM Leader for Excellence Trainer
- EFQM Validator Trainer
- Sheikh Khalifa Government Excellence Program- Assessor 2014
- Abu Dhabi Award for Excellence in Government Performance 2013
- ISO 26000 – SR (Social Responsibility) National Expert
- EFQM Assessor 2013
- Committed to Excellence validator
- EFQM Leader for Excellence
- EFQM Assessor- 2010 Model
- Sheikh Khalifa Government Excellence Program- Assessor 2012
- King Abdullah II Awards Mentor
- Internal Quality Auditing.
- ARIS Basics – ATS1 Business Process Modeling tool.

## **MEMBERSHIPS**

- Jordanian Engineering Society

