



Center for Training & Human  
Resources Development

## Experts Center for Training & Human Resources Development

(Integrated and Innovative Business Solutions)



قِيم وَتَمَيَّز  
للإستشارات الإدارية



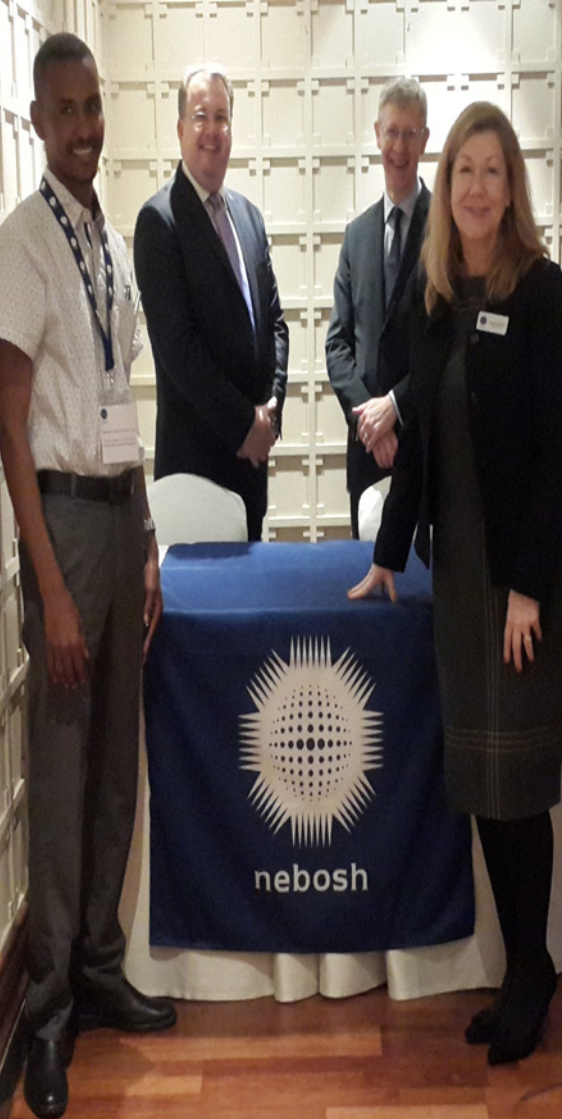
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### About Us :

Experts Center for Training & Human Resources Development was founded in 2008 as a network that brings together experts in the field of training, consulting services and business solutions to provide high-quality training and consulting services to develop human resources, administrative systems and business solutions for enterprises.

Experts Center network extends around the world to include partners, agents, joint cooperation & agreements with the biggest leading institutions in the field of training, consulting services and business solutions around the world to exchange experiences, knowledge, programs, training materials, professional certificates, trainers, experts and accreditations, across many countries including (United Arab Emirates, UK, Canada, Bahrain, The Kingdom of Saudi Arabia, Oman, Kuwait, Egypt, Kenya, Ethiopia, Malaysia, USA and India).







Experts Center employs all these capabilities to qualify and develop institutions in the governmental and private sector through the application of consulting systems and business solutions in the field of quality, safety, environment, management and Organizational excellence, as well as qualifying human cadres such as business leaders, managers, employees, graduates and students through the provision of training programs and consulting services that is distinguished and internationally approved.

Experts Center has obtained a number of international accreditation & agencies including the accreditation of “NEBOSH” LP No.1364, “IOSH” ATP No. 3475, the official partner in Sudan region of RIC “CQI-IRCA” UK and a number of destinations accreditation and other educational institutions.

**Vision :**

Leading and pioneering excellence in providing training and consultancy services and business solutions in the Middle East and North Africa.

**Mission :**

Experts Center for Training & Human Resources Development provides training, consulting services and business solutions to qualify institutions and human resources to make distinctive, lasting, and substantial improvements in their performance in accordance with international standards and requirements with the latest systems and the best experts professionally and academically.

**Value :**

Honesty



Transparency



Precision



Confidence



Caring about our customer & exceeding its expectations



Professionalism



Working through one team



Creativity & continuous development



## Training Programs :

### Quality Programs :

- » ISO 9001:2015 Quality Management System Awareness, Implementation & Internal Audit approved by RICl - Canada.
- » Lead Implementer & Certified Quality Consultant for QMS - ISO 9001:2015 approved by RICl - Canada.
- » CQI and IRCA Certified ISO 9001:2015 QMS Auditor / Lead Auditor - RICl
- » Practical Training on Audit According to ISO 9001, ISO 14001, ISO 45001 & ISO 22000
- » Lean Six Sigma training courses approved by RICl - Canada.
- » KAIZEN Management System Practitioner.
- » Lean Enterprise Specialist.
- » Excellence & EFQM Training courses.
- » Integrated Management System QHSE “ISO 9001:2015, ISO 14001:2015 & ISO 45001:2018” Awareness, Implementation and Internal Audit.
- » Certified Business Process Management Professional (CBPMP) approved by RICl - Canada.

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## Occupational Safety and Health and Environment Programs :

- » NEBOSH International General Certificate in Occupational Health and Safety - IGC
- » NEBOSH HSE Certificate in Process Safety Management(PSM)
- » NEBOSH Safety Simplified
- » IOSH Managing Safely
- » IOSH Working Safely
- » NASP Advance Diploma in Health and Safety
- » NASP Basic Diploma in Health and Safety
- » OSHA (30 Hour) in General Industry Compliance Training Program
- » OSHA (30 Hour) in Construction Compliance Training Program.
- » Lead Implementer & Certified Safety Consultant for HSE - ISO 14001 & ISO 45001 approved by RICl - Canada.
- » CQI and IRCA Certified ISO 45001:2018 OHSMS Auditor / Lead Auditor - RICl
- » CQI and IRCA Certified ISO 14001:2018 EMS Auditor / Lead Auditor - RICl
- » Accident Investigation and Reporting
- » HSE in Oil and Gas Industries
- » First Aid Trainings



- » Advanced Training in Health, Safety & Environment for Managers & Supervisors
- » Certified HSE Officer
- » Experts Center also offers many other HSE programs (HSE Programs List).



## Crisis, Emergency and Disaster Management Programs :

- » Lead Implementer & Certified Consultant for NCEMA 2000: 2015 Business Continuity Management System
- » Lead Implementer & Certified Consultant for ISO 22301 (Business Continuity Management System).
- » Preparing emergency, crisis and disaster management plans
- » Management of emergency operations centers, crises and disasters
- » Management and assessment of risks related to emergencies, crises and disasters
- » Managing the public in major events and during emergencies and crises
- » Design, implement and evaluate emergency exercises, crises and disasters
- » The New Zealand experience in the field of emergencies, crises and disasters
- » The Belarusian experience in emergency, crisis and disaster management
- » Media management strategies for emergencies, crises and disasters
- » General Preparedness Framework - United States of America



## Defense, Aviation and Space Programs :

- » Military and NATO Standards “NATO Quality Assurance Requirements for Aviation, Aerospace and Defense Providers”, (AQAP 2110, AQAP 2120 AQAP-2310, AQAP 2105, AQAP 2130 & AQAP 2131).
- » Quality management system in accordance with AS9100 - Requirements for the Aviation, Space and Defense Organization.
- » Product design and development (APQP & PPAP) as per AS9145
- » Risk management in the military industry
- » Configuration Management Process in the military industry
- » Auditing techniques for the defense, aviation and space system in accordance with AS9101
- » Requirements for the application of Standard AS9100 and NATO AQAP 2310 in the aerospace and defense industries
- » Implementation Matrix for AS9100 and AQAP 2310



- » Management of a project to implement a quality management system in the aviation, aerospace and defense industries
- » Aviation Quality Management
- » Aviation Safety Management
- » Kaizen applications and agile management in aviation
- » Human factors in aviation
- » IOSA requirements Training
- » Quality systems in aircraft manufacturing
- » IOSA system for managing aircraft maintenance centers
- » IOSA requirements for the management of aviation training centers
- » Risk management and business continuity at airports
- » Quality and Safety Management in Airports



## Government Excellence System Programs :

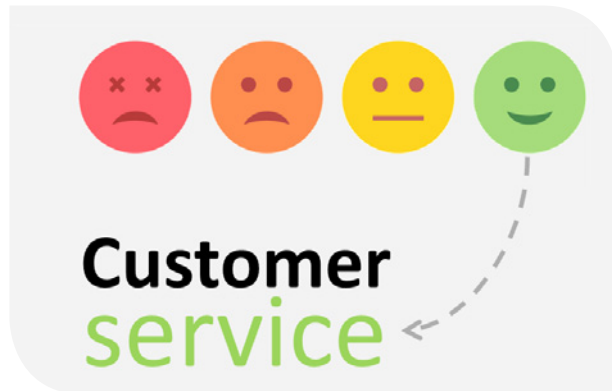
- » Governmental strategic planning
- » Certified Consultant for government excellence system
- » Resident of the Governmental Excellence System
- » Excellence in providing government services (seven stars)
- » Quality of government services
- » Electronic transformation and smart government
- » Electronic archive
- » Governance of government institutions
- » Risk management in government institutions
- » Future foresight and government innovation management
- » Best practices in government innovation
- » International Certificate in Innovation in the Government Sector





## Customer Services Programs :

- » Excellence in Providing Governmental Services
- » Government Services Quality Program
- » Customer Services Program
- » Certified supervisor of Customer Services center
- » Certified specialist in customer service



## Security and Police Programs :

- » Personal analysis program for security professions
- » The NIMS National Incident Management System program
- » Traffic Safety Quality Program
- » Integrity, Anti-Corruption, Bribery and Commercial Fraud Program
- » ISO 37001
- » ISO 18788 Management System for Private Security Operations



## Food Safety Programs :

- » CQI and IRCA Certified ISO 22000:2018 FSMS Auditor / Lead Auditor - RICl
- » Food Safety Training (Level 3) - Highfield.
- » Food Safety Training for Senior Management (Level 4) - Highfield.
- » HACCP System (Level 2) - Highfield.
- » HACCP System (Level 3) - Highfield.



## Pest Control Programs :

- » Basic pest control
- » Advanced Pest Control
- » Basic termite control
- » Advanced termite control
- » Basic evaporation process
- » Advanced evaporation process
- » Pest Control Course for beginners



## Marketing and Sales Programs :

- » Professional Marketing and Selling Skills
- » Advanced Marketing and Sales Management Skills
- » Integrated Program in Marketing and Sales
- » Marketing strategies and sales skills
- » Professional Marketer Skills
- » Professional seller skills
- » E-commerce and e-marketing



## Administrative Programs :

- » Professional Certificates in Leadership Management
- » Key Performance Indicators - KPI
- » Balanced Scorecard Program- BSC
- » Institutional Excellence and Business Intelligence
- » Project Management Professional - PMS
- » Advanced Course in Procurement, Purchasing & Supply Chains Management



## Human Resources Programs :

- » Integrated model for training, development and knowledge management in accordance with the ISO 10015 and ISO 30401
- » Excellence in human resource management
- » International Certificate in Human Resources Management Standards
- » Certified Knowledge Management Specialist
- » ISO 10015 Training and Development Quality Specialist
- » Creativity and innovation in human resources management
- » Human Resources Risk Management



## Entrepreneurial Programs :

- » International License in Business Entrepreneurship.
- » Leadership and Entrepreneurship Programs
- » Strategic planning for small and medium size enterprises
- » Financial management for entrepreneurs
- » Quality in Entrepreneurship
- » Entrepreneurial Marketing
- » Entrepreneurial innovation



## Creativity and Innovation Programs : Engineering Programs :

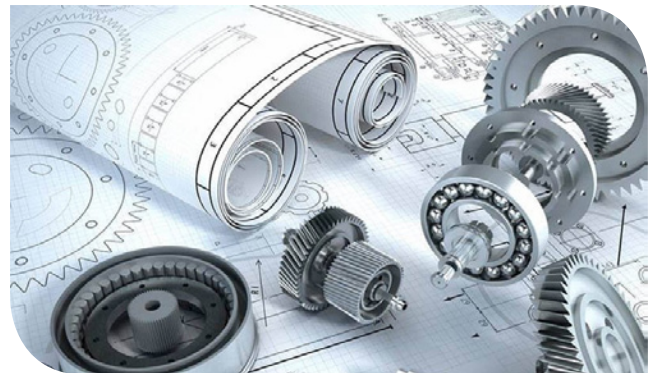
- » Certified Innovation Leader (CIL)
- » Innovation Management System
- » TRIZ Effective Problem Solving (Level 1)
- » TRIZ Effective Problem Solving (Level 2)
- » TRIZ Effective Problem Solving (Level 3)
- » Creative and Innovative Thinking



- » Certified Systems Engineering Management Professional
- » Certified Production System Engineer
- » Certified Reliability Engineer
- » Certified Maintenance Engineer
- » Facilities & Assets Management System
- » Total Productivity Maintenance & OEE
- » Certified Costing Engineer
- » Certified HVAC Engineer
- » Modeling of environmental performance (Software BIM & Acutech)
- » Structural analysis and design of buildings using ETABS program
- » Renewable Energy Applications



- » Sustainable Design and Planning
- » Urban planning - structural plan
- » Urban planning - rural planning
- » Urban planning - planning the road network and services
- » Geographic Information Systems
- » Certified Energy Management Engineer
- » Project Management Professional PMP
- » Risk Management Professional (RMP)
- » AUTODESK REVIT ARCHITECTURE- 2020
- » Primavera 6 Professional
- » Engineering Technician
- » Incorporated Engineer
- » Chartered Engineer
- » Chartered Manager



### Professional Diplomas :

Experts Center awards professional diplomas and internationally accredited certificates from the biggest leading training institutions after fulfilling the requirements for the following programs.

- » Professional diploma in administrative leadership
- » Professional diploma in administrative leadership
- » Professional Diploma in Human Resources Management
- » Professional Diploma in Marketing and Sales Management
- » Professional Diploma in Training and Development Administration
- » Professional Diploma in Customer Relationship Management (CRM).
- » Professional Diploma in Purchasing Management
- » Professional Diploma in Total Quality Management
- » Professional Diploma in Occupational Safety, Health & Environment Administration



## Consulting Services :

### Consulting Systems :

Experts Center offer implementation proposals for the following systems to qualifying institutions to obtain the following ISO & other international certificates:

- » ISO 9001 Quality Management System
- » ISO 14001 Environmental Management System
- » ISO 45001 Occupational Safety and Health Management System
- » ISO 22000 food safety management system
- » HACCP
- » ISO / IC 17025 Laboratory Management System
- » ISO 27001 Information Security and Safety System
- » ISO 10015 Guidelines for competence management and people development
- » ISO 31000 Risk management – Guidelines
- » Kaizen techniques for continuous improvement.
- » Six Sigma Methodologies / DMAIC ISO 13051.
- » Organizational Excellence.



- » ISO 10001 Customer satisfaction - Guidelines for codes of conduct for organizations
- » ISO 10002 Customer satisfaction - Guidelines for complaints handling in organizations
- » ISO 10004 Customer satisfaction - Guidelines for monitoring and measuring

### **Qualifying Government Agencies for Governmental Excellence Awards :**

Experts Center qualifies government institutions for a number of government excellence awards for example “Defense Industries Organization Award (GIAD)”, “Organizational Excellence and Self-Assessment Program”, “The Civil Service Reform Program for Government Institutions” and other Award for Excellence.



### **Administrative and Technical Consulting :**

- » Strategic Planning and Analysis.
- » Identify training needs and design training plans.
- » Environmental Impact Assessment / EIA Studies.
- » Digital transformation and electronic archiving



### IT Services :

- » ERP systems
- » Customer Relationship Management (CRM)
- » E-Commerce
- » Website development.
- » Smart applications.
- » E-marketing solutions & SEO



### Business Solutions Services :

- » Business promotion services for entrepreneurs.
- » Entrepreneur training services
- » Administrative and technical consulting services for starting a business





## Our Clients :



## Our Gallery :









# EXPERTS

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