Haward Technology Middle East

Total Quality Management System in Food Safety

Course Title
Total Quality Management System in Food Safety

Course Date/Venue
Session 1: September 07-11, 2025/Tamra Meeting Room, Al Bandar Rotana Creek, Dubai UAE
Session 2: December 08-12, 2025/Glasshouse Meeting Room, Grand Millennium Al Wahda Hotel, Abu Dhabi, UAE

H-STK© INCLUDED

Course Reference
HE1675

Course Duration/Credits
Five days/3.0 CEUs/30 PDHs

Course Description

This practical and highly-interactive course includes real-life case studies and exercises where participants will be engaged in a series of interactive small groups and class workshops.

This course is designed to provide participants with a detailed and up-to-date overview of total quality management system in food safety. It covers the ISO 22000 food safety manual and effective communication; the management responsibility, resource management, planning and realization of safe products; the validation, verification and improvement of the food safety management system; the food safety procedures, hazard analysis, HACCP plan management supplier evaluation, receiving and inspection

Further, the course will also discuss the proper identification, labeling and traceability as well as control of monitoring and measuring; controlling of potentiality unsafe food product; the internal audit and system validation; the soft TQM implementation elements, quality tools to improve processes and quality function deployment (QFD) or the house of quality; the analysis and analysis tools, synthesis and synthesis tools, TQM implementation issues and common errors in starting initiatives; and the role of senior managers, planning and communication and organizing TQM implementation.

During this interactive course participants will learn infrastructure, phases to be considered, training, attitude surveys and measurement of TQM/quality culture; the critical success factors for TQM including internal and external customers; preparing documentation and forms for implementing TQM responsibility delegations; the method awareness measure and potential pitfalls to be prepare; the customer satisfaction baseline benchmark; and implementing TQM into your own organization.

Course Objectives

upon successful completion of this course, each participant will be able to:-

- Apply and gain in-depth knowledge on total quality management system in food safety

- Discuss ISO 22000 food safety management system, food safety manual and effective communication

- Carryout management responsibility, resource management, planning and realization of safe products

- Employ validation, verification and improvement of the food safety management system

- Implement food safety procedures, hazard analysis, HACCP plan management supplier evaluation, receiving and inspection

- Apply proper identification, labeling and traceability as well as control of monitoring and measuring

- Control potentiality unsafe food product including internal audit and system validation

- Identify soft TQM implementation elements, quality tools to improve processes and quality function deployment (QFD) or the house of quality

- Recognize the analysis and analysis tools, synthesis and synthesis tools, TQM implementation issues and common errors in starting initiatives

- Discuss the role of senior managers, apply planning and communication and organize TQM implementation

- Review documentation and forms and discuss infrastructure, phases to be considered, training, attitude surveys and measurement of TQM/quality culture

- Identify critical success factors for TQM including internal and external customers and prepare documentation and forms for implementing TQM

- Assign responsibility delegations and bar chart of proposed plan and recognize method awareness measure and potential pitfalls to be prepared

- Define projects, apply customer satisfaction baseline benchmark and implement TQM into your own organization

Exclusive Smart Training Kit - H-STK®

*Participants of this course will receive the exclusive "Haward Smart Training Kit" (**H-STK®**). The **H-STK®** consists of a comprehensive set of technical content which includes **electronic version** of the course materials conveniently saved in a **Tablet PC**.*

Who Should Attend

This course is intended for those involved in the support or implementation of total quality management system in food safety including senior management and managers of an internationally recognized food safety management system as well as food safety auditors and consultants.

Course Certificate(s)

Internationally recognized certificates will be issued to all participants of the course who completed a minimum of 80% of the total tuition hours

Certificate Accreditations

Certificates are accredited by the following international accreditation organizations: -

- **BAC** British Accreditation Council (BAC)

    Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.

- **IACET** The International Accreditors for Continuing Education and Training (IACET - USA)

    Haward Technology is an Authorized Training Provider by the International Accreditors for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 2018-1 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 2018-1 Standard**.

    Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units** (CEUs) in accordance with the rules & regulations of the International Accreditors for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

    Haward Technology Middle East will award **3.0 CEUs** (Continuing Education Units) or **30 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.

Course Instructor

This course will be conducted by the following instructor(s). However, we have the right to change the course instructor(s) prior to the course date and inform participants accordingly:

Mr. Saad Bedir, BSc, NEBOSH-IGC, NEBOSH-ENV, is a **Senior Fire**, **Health**, **Safety & Environment** (**HSE**) **Consultant** with over **35 years** of extensive experience in the **Power**, **Petrochemical** and **Oil & Gas** industries. He is a **NEBOSH Approved Instructor** for various certification programs. He is well-versed in the areas of **NEBOSH** International General Certificate, **NEBOSH** Certificate in Environmental Management, Health, **Fire**, Safety, Hazard Analysis of Critical Control Points (**HACCP**), **Industrial Hygiene**, **Food Safety Management**, **Food Hygiene**, **Food Sampling**, **Food Risk Analysis**, Security & Environmental Codes of Practice, Legislations and Procedures, **Active** and **Positive Fire Fighting**, **Fire & Gas Detection Systems**, **Fire Fighting Systems**, **Fire Proofing**, **ESD**, Escape Routes, Mobile Crane Operation, Heavy Lifting Equipments, Scaffolding, Rigging Slinging, the implementation of **OHSAS 18001**, **ISO 9001**, **ISO 14001**, **QHSE** Management Planning, Crisis & Business Continuity Management Planning, **Emergency Response & Procedures**, Industrial Security Risk Assessment & Management, Environmental Impact Assessment (**EIA**), **Behavioural Safety**, **Occupation Safety**, **Incident & Accident Investigation**, Integrated EHS Aspects, Risk Assessment & Hazard Identification, Environmental Audits, **Chemical Handling**, Hazardous & Non-Hazardous Waste Management, Confined Space Safety, **SHEMS** Principles, Process Safety, Basic & Advanced Construction Safety, **Mobile Crane Operations**, **Rig & Barge Inspection**, **Lifting & Slinging**, **Scaffolding**, Air Quality Management, Safety & Occupational Health Awareness, Loss Control , Marine Pollution Hazards & Control, Ground Contamination & Reclamation Processes, Waste Management & Recycling, Clean Energy & Power Saving, **FMEA**, **HAZMAT/HAZCOM**, **HAZOP**, **HAZWOPER**, **HAZID**, **HSEIA**, **QRA**, Hazardous Area Classification and **Radiation Protection**. Further, he is also well-verse in **Performance Standards**, **Statistical Report Writing**, Basic **Motivation Management**, **Performance Assessment & Appraisal**, **Manpower Planning**, **Managing & Coordinating Training**, **Strategic Talent Management**, **Developing Others**, **Managing Employees Performance**, **Performance Evaluation** and **Human Resource Management**. Presently, he is the **HSE Director** for one of the largest and renowned companies in the Middle East, wherein he takes charge of all HSE and security operations of the company.

Mr. Saad's vast professional experience in directing and managing health, safety and the environment aspects as per **OSHA framework** and guidelines can be traced back to his stint with a few international companies like **Saudi ARAMCO**, **CONOCO**, **Kuwait Oil Co.** (**KOC**), where he worked as the Field HSE Senior Engineer handling major projects and activities related to the discipline. Through these, Saad gained much experience and knowledge in the implementation and maintenance of international safety standards such as the National Fire Protection Association (**NFPA**), the American Petroleum Institute (**API**), Safety of Life at Sea (**SOLAS**) and Safety for Mobile Offshore Drilling Unit (**MODU**).

Mr. Saad has **NEBOSH** certificate which includes health & safety measures including:
- Firefighting management system
- Rescue mechanisms (Escaping routes, Rope rescue, and emergency evacuation Plan)
- Machinery Safety requirement
- Occupational health measures & requirement

Mr. Saad has a **Bachelor's** degree in **Chemistry**. Further, he is a **Certified Instructor/Trainer**, an **Approved Tutor** in **NEBOSH International General Certificate**, an **Approved Tutor** in **NEBOSH Certificate** in **Environmental Management**, a **Certified Lead Auditor** for **OHSAS 18001**, **ISO 9001**, **ISO 14001** and a **member** of the **Egyptian Syndicate** & **Scientific Professions**. His passion for development and acquiring new skills and knowledge has taken him all over the Middle East to attend and share his expertise in numerous trainings and workshops.

Training Methodology

All our Courses are including **Hands-on Practical Sessions** using equipment, State-of-the-Art Simulators, Drawings, Case Studies, Videos and Exercises. The courses include the following training methodologies as a percentage of the total tuition hours:-

30%	Lectures
20%	Practical Workshops & Work Presentations
30%	Hands-on Practical Exercises & Case Studies
20%	Simulators (Hardware & Software) & Videos

In an unlikely event, the course instructor may modify the above training methodology before or during the course for technical reasons.

Course Fee

US$ 5,500 per Delegate + **VAT**. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Accommodation

Accommodation is not included in the course fees. However, any accommodation required can be arranged at the time of booking.

Course Program

The following program is planned for this course. However, the course instructor(s) may modify this program before or during the course for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met:

Day 1

0730 – 0800	*Registration & Coffee*
0800 – 0815	*Welcome & Introduction*
0815 – 0830	**PRE-TEST**
0830 – 0930	**Introduction to Total Quality Management (TQM) in Food Safety**
0930 - 1030	**ISSO 22000 Food Safety Management System**
1030 – 1045	*Break*
1045 - 1130	**Food Safety Manual & Effective Communication**
1130 – 1200	**Management Responsibility**
1200 – 1230	**Resource Management**
1230 – 1245	*Break*
1245 - 1330	**Planning & Realization of Safe Products**
1330 – 1420	**Validation, Verification & Improvement of the Food Safety Management System**
1420 – 1430	**Recap**
1430	*Lunch & End of Day One*

Day 2

0730 – 0830	**Food Safety Procedures**
0830 - 0930	**Hazard Analysis**
0930 – 0945	*Break*
0945 - 1040	**HACCP Plan Management**
1045 - 1130	**Supplier Evaluation, Receiving & Inspection**

1130 – 1230	*Identification, Labeling & Traceability*
1230 – 1245	*Break*
1245 - 1330	*Control of Monitoring & Measuring*
1330 – 1420	*Control of Potentiality Unsafe Food Product*
1420 – 1430	*Recap*
1430	*Lunch & End of Day Two*

Day 3

0730 – 0830	*Internal Audit & System Validation*
0830 – 0930	*Soft TQM Implementation Elements*
0930 - 1030	*Quality Tools to Improve Processes*
1030 - 1045	*Break*
1045 - 1130	*Quality Function Deployment (QFD) or the House of Quality – Matching Customer Needs*
1130 - 1145	*Break*
1145 - 1240	*Analysis & Analysis Tools*
1240 - 1340	*Synthesis & Synthesis Tools*
1340 – 1420	*TQM Implementation Issues*
1420 – 1430	*Recap*
1430	*Lunch & End of Day Three*

Day 4

0730 – 0830	*Common Errors in Starting Initiatives*
0830 – 0930	*Role of Senior Managers*
0930 - 1030	*Planning & Communication*
1030 - 1045	*Break*
1045 – 1100	*Organization for TQM Implementation*
1100 – 1230	*Documentation & Forms*
1230 - 1245	*Break*
1245 - 1320	*Infrastructure, Phases to be Considered, Training, Attitude Surveys & Measurement of TQM/Quality Culture*
1320 – 1420	*Critical Success Factors for TQM*
1420 – 1430	*Recap*
1430	*Lunch & End of Day Four*

Day 5

0730 – 0830	*Identifying Internal & External Customers*
0830 – 0930	*Preparing Documentation & Forms for Implementing TQM*
0930 – 0945	*Break*
0945 – 1030	*Responsibility Delegations & Bar Chart of Proposed Plan*
1030 – 1100	*Method Awareness Measure*
1100 – 1130	*Potential Pitfalls to be Prepared*
1130 - 1200	*Projects to be Defined*
1200 - 1215	*Break*
1215 – 1300	*Customer Satisfaction Baseline Benchmark*
1300 – 1345	*Implementing TQM Into your Own Organisation-Workshop*
1345 – 1400	*Course Conclusion*
1400 – 1415	*POST-TEST*
1415 – 1430	*Presentation of Course Certificates*
1430	*Lunch & End of Course*

Practical Sessions

This practical and highly-interactive course includes real-life case studies and exercises:-

Course Coordinator

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