COURSE OVERVIEW TM0134

Understanding, Developing and Maintaining Oil & Gas Industry Quality Management Systems

Course Title

Understanding, Developing and Maintaining Oil & Gas Industry Quality Management Systems

Course Date/Venue

Session 1: May 21-25, 2025/Boardroom 1, Elite Byblos Hotel Al Barsha, Sheikh Zayed Road, Dubai, UAE

Session 2: September 08-12, 2025/Fujairah Meeting Room, Grand Millennium Al Wahda Hotel, Abu Dhabi, UAE

Course Reference

TM0134

Course Duration/Credits

Five days/3.0 CEUs/30 PDHs

Course Description

80% of this course is hands-on practical sessions where participants will be engaged in a series of interactive small groups, class workshops and role-plays.

ISO/TS 29001 specifies Quality Management System requirements for the petroleum, petrochemical and natural gas industries. Its main aim is to enhance customer trust and confidence on daily operations through the effective application of the system, as well as the implementation of continual improvement processes, conformity assurance and regulatory requirements.

The oil and gas industry requires systematic and rigorous checks as any negligence may lead to huge, unrepairable losses. It is of crucial importance to have a Quality Management System in place that facilitates the monitoring every operating procedure within the organization.

This course is designed to provide participants with a detailed and up-to-date overview of oil and gas industry quality management system. It covers the ISO series of quality management system covering ISO 9001, ISO 9004 and ISO 29001; the aims and purposes of ISO/TC 29001:2010 and 9001:2015 QMS international standards; the quality management system requirements, documentation in the quality management system and certification requirements and processes; and the clause by clause interpretation of ISO/TC 29001:2010 and ISO 9001:2015.

During this interactive course, participants will learn the process approach, relationship between ISO 29001 and ISO 9004, document requirements, management responsibility and management commitment; the customer focus, quality policy, planning, responsibility, authority and communication; the management review, resource management. human resources, infrastructure, work environment and product realization; the customer related processes, design and development, purchasing, production and services provision; the monitoring and measurement devices as well as measurement, analysis, improvement and monitoring; the control of nonconforming product, analysis of data, improvement and proportionally to risks; and the monitoring techniques, preparation for certification and internal and external audit.

Course Objectives

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

- Apply and gain a good working knowledge on oil and gas industry quality management system
- Discuss the ISO series of quality management system covering ISO 9001, ISO 9004 and ISO 29001 overview
- Explain the aims and purposes of ISO/TC 29001:2010 and 9001:2015 QMS international standards
- Recognize the quality management system requirements, documentation in the quality management system and certification requirements and processes
- Determine the clause by clause interpretation of ISO/TC 29001:2010 and ISO 9001:2015
- Identify the process approach, relationship between ISO 29001 and ISO 9004, document requirements, management responsibility and management commitment
- Carryout customer focus, quality policy, planning, responsibility, authority and communication
- Apply management review, resource management, human resources, infrastructure, work environment and product realization
- Employ customer related processes, design and development, purchasing, production and services provision
- Control monitoring and measurement devices as well as measurement, analysis, improvement and monitoring
- Discuss the control of nonconforming product, analysis of data, improvement and proportionally to risks
- Monitor techniques, prepare for certification and apply internal and external audit

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 provides an overview of all significant aspects and considerations of oil and gas industry quality management system for managers, line-managers, supervisors production personnel, process personnel, maintenance personnel and HSE personnel.

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:-

- 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.

- 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(s)

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. Konstantin Zorbalas, MSc, BSc, is a **Senior Petroleum Engineer & Management Consultant** with over **25 years** of **offshore** and **onshore** experience within the **Oil** & **Gas**, **Refinery** & **Petroleum** industries. His wide expertise includes **Goal Setting & Team Building**, **Leadership & Team Building** Skills, Modern **Leadership & Management** Skills, Effective **Team Building & Motivation** Skills, **Communication & Interpersonal** Skills, **Business Writing** Skills, **Interpersonal** Skills & Teamwork, **Coaching & Mentoring**, **Innovation & Creativity**, **Office** Management & Administration Skills, **Time & Stress** Management, **Crisis** Management, Strategic **Human Resources** Management, **Change** Management, **Negotiation** Skills, **Strategic Planning**, **Risk** Analysis & Risk Management, **Business Performance** Management & Improvement, Building Environment of **Trust & Commitment**, **Win-Win Negotiation** Strategies, **Quality Improvement & Resource** Optimization, Managing Dynamic Work Environments, Organizational Development, **Career** Management, Situation & Behaviour Analysis, **Motivation** Skills, **Inventory** Management and **Financial** Administration, **Project & Contracts** Management Skills, **Project & Construction** Management, **Project** Planning, Scheduling & Control, **Project** Management, **Project** Leadership, Communication & Negotiation, **Project** Quality Management, **Project** Scheduling & Cost Control, **Project Risk** Management, **Project** Life Cycle, **Project Stakeholder** & Governance, **Project** Management Processes, **Project Integration** Management, **Project Work** Monitoring & Control, **Project Scope** Management, **Project Time** Management, **Project Cost** Management, **Contract** Management, **Tender** Development, **Contract** Standards & Laws, **Dispute Resolution** & **Risk** Identification, **Value Engineering**, **Negotiation** Strategies & Techniques, **Creative Thinking & Problem-Solving** Techniques, **Emotional Intelligence**, **Presentation** Skills,. He is currently the **Senior Petroleum Engineer & Consultant** of **Abu Dhabi National Oil Company** (**ADNOC**) Group of companies wherein he is involved in the mega-mature fields in the Arabian Gulf, predominantly carbonate reservoirs; designing the acid stimulation treatments with post-drilling rigless operations; utilizing CT with tractors and DTS systems; and he is responsible for gas production and preparing for reservoir engineering and simulation studies, well testing activities, field and reservoir monitoring, production logging and optimization and well completion design.

During his career life, Mr. Zorbalas worked as a **Senior Engineering & Projects Manager**, **Project Manager**, **Procurement & Contract Manager**, **Senior Production Engineer**, **Well Completion Specialist**, **Production Manager**, **Technical Manager**, **Trainer**, **Technical Supervisor** & **Contracts Manager**, **Production Engineer**, **Production Supervisor**, **Production Technologist**, **Technical Specialist**, **Business Development Analyst**, **Field Production Engineer** and **Field Engineer**. He worked for many **world-class oil/gas companies** such as **ZADCO**, **ADMA-OPCO**, **Oilfield International Ltd**, **Burlington Resources** (later acquired by **Conoco Phillips**), **MOBIL E&P**, **Saudi Aramco**, **Pluspetrol E&P SA**, **Wintershall**, **Taylor Energy**, **Schlumberger**, **Rowan Drilling** and **Yukos EP** where he was in-charge of the **design and technical analysis** of a gas plant with capacity **1.8 billion m3/yr gas**. His achievements include **boosting oil production 17.2% per year** since 1999 using **ESP** and **Gas Lift systems**.

Mr. Zorbalas has **Master's** and **Bachelor's** degree in **Petroleum Engineering** from the **Mississippi State University**, **USA**. Further, he is an **SPE Certified Petroleum Engineer**, **Certified Instructor/Trainer**, a **Certified Internal Verifier/Assessor/Trainer** by the **Institute of Leadership & Management** (**ILM**), an active member of the Society of Petroleum Engineers (**SPE**) and has numerous scientific and technical publications and delivered innumerable training courses, seminars and workshops worldwide.

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 – 0900	***Introduction the ISO Series of Quality Management System (ISO 9001, ISO 9004 & ISO 29001)***
0900 – 0930	***Overview of ISO 29001***
0930 – 0945	*Break*
0945 - 1030	***Aims & Purposes of ISO/TC 29001: 2010 & 9001:2015 QMS International Standards***
1030 – 1130	***Quality Management System Requirements***
1130 - 1230	***Documentation in the Quality Management System***
1230 – 1245	*Break*
1245 – 1315	***Certification Requirements & Processes***
1315 – 1345	***Clause by Clause Interpretation of ISO/TC 2900:2010 & Exercises***
1345 – 1420	***Clause by Clause Interpretation of ISO 9001:2015 & Exercises***
1420 – 1430	***Recap***
1430	*Lunch & End of Day One*

Day 2

0730 – 0830	***Process Approach***
0830 – 0900	***Relationship Between ISO 29001 & ISO 9004***
0900 – 0930	***Documentation Requirements***
0930 – 0945	*Break*

0945 – 1030	***Management Responsibility***
1030 – 1130	***Management Commitment***
1130 - 1230	***Customer Focus***
1230 – 1245	*Break*
1245 – 1330	***Quality Policy***
1330 - 1420	***Planning***
1420 – 1430	***Recap***
1430	*Lunch & End of Day Two*

Day 3

0730 – 0830	***Responsibility, Authority & Communication***
0830 – 0900	***Management Review***
0900 – 0930	***Resource Management***
0930 – 0945	*Break*
0945 – 1100	***Human Resources***
1100 – 1230	***Infrastructure***
1230 – 1245	*Break*
1245 – 1330	***Work Environment***
1330 - 1420	***Product Realization***
1420 – 1430	***Recap***
1430	*Lunch & End of Day Three*

Day 4

0730 – 0830	***Customer-Related Processes***
0830 – 0900	***Design & Development***
0900 – 0930	***Purchasing***
0930 – 0945	*Break*
0945 – 1100	***Production & Services Provision***
1100 – 1230	***Control of Monitoring & Measurement Devices***
1230 – 1245	*Break*
1245 – 1330	***Measurement, Analysis & Improvement***
1330 - 1420	***Monitoring & Measurement***
1420 – 1430	***Recap***
1430	*Lunch & End of Day Four*

Day 5

0730 – 0830	***Control of Nonconforming Product***
0830 – 0900	***Analysis of Data***
0900 – 0930	***Improvement***
0930 – 0945	*Break*
0945 – 1030	***Proportionally to Risks***
1030 – 1130	***Monitoring Techniques***
1130 – 1230	***Preparing for Certification***
1230 – 1245	*Break*
1245 - 1345	***Internal & External Audit***
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

Mari Nakintu, Tel: +971 2 30 91 714, Email: mari1@haward.org