

**COMMUNICATION ON ENGAGEMENT (COE)**

The Productivity and Quality Institute "PQI"

**Period covered by this Communication on Engagement**

From: January 2018

To: December 2019

**Part I. Statement of Continued Support by the Chief Executive or Equivalent**

Please use the box below to include the statement of continued support signed by your organization's Chief Executive or equivalent.

Statement of continued support to the UN Global Compact

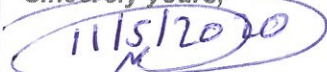
*May 2020*

*To our stakeholders:*

*As proud members of the world's largest corporate sustainability initiative: the UN Global Compact, I am pleased to confirm that PQI reaffirms its support to the United Nations Global Compact and its Ten Principles in the areas of Human Rights, Labour, Environment and Anti-Corruption. This is our Communication on Engagement with the United Nations Global Compact. We welcome feedback on its contents.*

*In this Communication of Engagement, we describe the actions that our organization has taken to support the UN Global Compact and its Principles as suggested for an organization like ours. We also commit to sharing this information with our stakeholders using our primary channels of communication.*

*Sincerely yours,*



*Prof. Mohamed Abd Rabou  
Dean*

## **Part II. Description of Actions**

*In light of the current economic challenges and sustained economic growth at the domestic and international levels quality has become an urgent need and a goal that different bodies, companies and institutions - service or productivity - strive to satisfy the customer and thereby protect their survival and maintain their competitive rates.*

*In this spirit and in line with the current challenges, the Arab Academy for Science, Technology and Maritime Transport established the Institute of Productivity and Quality in early 1995 in order to qualify companies and human resources to carry out the activities of control, assertion and quality management, which is the cornerstone in achieving the renaissance at the industrial and service levels.*

*For more than two decades, the Institute has provided high-quality postgraduate studies for university graduates, as well as advisory and training services to individuals and organizations from all sectors of industry and services.*

*The Institute is keen to use the best methods and available tools to reach the most successful ways of transferring information, acquiring effective ideas in the field of education development, and creating better workplaces, which will have the best impact in spreading the concepts and climate of quality in Egypt and the Arab region. As a result of its outstanding quality contributions, the Institute is one of the leading quality organizations in Egypt and the Arab region.*

### **What We Stand For...**

#### **Our Policy**

*The management policy at productivity and quality institute aims to developing skills for Individual institutionalization in the field of quality through the execution of specialized training programs, Submitting consultation services for all areas of quality activities and the postgraduate activities.*

*With a view to developing skills and the transfer of information and technology related to quality to the industrial and service community and achieve distinct levels to satisfy its customers and other clients dealing with the institute, and that is through:*

- *Spreading the culture of quality.*
- *Fast response to customer requirements.*
- *Dealing with reputable suppliers in the various activities of the Institute.*
- *The constant pursuit of continuous improvement and development.*
- *Achieve communication and confirm the awareness of all employees of the quality of services provided by the Institute.*
- *Always strive to comply with relevant legislative and regulatory requirements.*
- *Commitment of top management of the Institute to develop and review quality objectives during the management review*

*In order to continue this outstanding performance, the Institute has established and implemented a management system that complies with the requirements of international standards ISO 9001/2015, and review the efficiency of this system and work to improve it regularly.*

#### **Our Values**

1. *Teamwork*
2. *Community*
3. *Creativity and Innovation*
4. *Excellence*
5. *Ownership and commitment*
6. *Integrity*
7. *Personal Development*

#### **Our Strategic Plan**

- 1- *Support the scientific research and postgraduate studies at the institute*
- 2- *Excel in providing local and International consultancy and training services with high quality*
- 3- *Improving internal training, community service and environmental development*
- 4- *Business development in line with the strategic objectives of the institute's departments*
- 5- *Ensure the "Strategic Plan" follow-up through supporting department.*

**Our Sustainable Development Strategy:**

1. Invest in our people and establish solid ethical practices.
2. Achieve leadership in education, training and consultancy services.
3. Responsibility towards our society.
4. Initiate projects to protect and sustain our environment.

**Vision**

*Contributing to the development of society locally and regionally through leadership and innovation in the field of quality and organizational excellence.*

**Mission**

*To create innovative pool of quality specialists using blended learning environment through providing our clients with academic and practical knowledge and integrated solutions supporting them in matching market requirement.*

**Our activities**

*Activities at PQI cover three main pillars:*

1. Academic Programs
2. Training programs (Local and International)
3. Consultancy services

*All three pillars aims holistically to equip our students, our employees and our community to face the challenges of the millennium on all facets, environmentally, socially and economically. Based on that, we have developed our Sustainable Development Strategy.*

**First activity: Academic Programs****Master of Quality Management**

The Productivity and Quality Institute (PQI) offers postgraduate studies leading to a Diploma degree or a Master degree in the field of "Quality Management". In addition to the field of quality management, PQI also provides postgraduate degrees in other specialized fields/tracks such as healthcare, food safety, and occupational health and safety. These tracks intend to equip specialised graduates with both theoretical and practical knowledge in their work field. As a House of Quality, PQI provides through its accredited program by the Egyptian Supreme Council of Universities a number of courses, which provide state-of-the-art knowledge, skills and competencies to graduates. The MQM program is taught by a number of experienced staff who excels professionally and academically in bridging the gap between theory and practice due to their long experience in teaching, as well as their participation in offering consultancy services to local and regional markets. Until date, the MQM program has graduated more than 2000 students from Egypt and the Arab region. We continue to strive with all interested parties for more opportunities to disseminate a culture of excellence in Egypt and the Arab region. Soon in September 2020, PQI will launch its Doctorate of Quality Management program that is newly accredited by the Egyptian Supreme Council of Universities.

**Academic Program objectives**

- Provide delegates with in-depth knowledge in the field of quality as well as other specialties.
- Equip delegates with the necessary problem solving and decision-making skills that will enable them as future leaders, managers and practitioners to identify, analyze and solve complex and unstructured problems.
- Prepare specialized management with broad knowledge of specialized and quality management concepts and practices that can be deployed in a wide variety of organizations and environments.
- Enable individuals to plan and conduct research projects to determine cause-effect relationship for various processes.

## **Students learning outcomes**

By the end of the learning programme graduates will be:

- More specialized in the field of quality as well as their chosen speciality.
- Role employees, practitioners, administrators and managers in their workplace considering the rapidly evolving employment market.
- Equipped with the necessary skills and the ability to integrate those skills to address technical and managerial dimensions in their workplace.
- Competent in quality management, sustainable development and organizational excellence issues in their organizations at both strategic and operational levels.
- Able to work in team to analyze and solve problems.
- Self-learn, communicate and share knowledge effectively with their peer, organization and the community.

## **Core courses**

- Quality assurance concepts and systems.
- Competing in global environment.
- Quality management.
- Contemporary management.
- Statistical quality control.
- Customer relationship management.
- Advanced topics in quality management.

Business ethics, corporate social responsibility and sustainable development are considered main topics that are included in the PQI master courses such as “Contemporary Management” and “Advanced Topics in Quality Management”.

Moreover, the Doctorate of Quality Management program offers sustainability and social responsibility as one of its core courses. The aim of teaching such courses and topics as part of PQI postgraduate program is to practice the student in finding ways for organizations to cope with their new roles and responsibilities in contemporary society with respect to new approaches of social responsibility's and business strategies.

## **Second Activity: Training**

This includes the Accredited International Programs and the Local Training programs

### **Accredited International Programs**

The Accredited International Programs (AIP) department was established in 2006 upon the need of PQI for a qualified department to handle the accreditation programs authorized by international organizations.

It was founded with one goal in mind: To develop the premier training programs in the field of Quality and related topics. Our basic job is to design extensive training programs and certification, designed to give knowledge about management, quality and standardization, to our customers and partners within Egypt and on to those on the regional level as well.

#### **What makes us Different?**

We are constantly looking beyond and as a result, we became the Approved Training Provider for CQI-IRCA and NEBOSH.

We are always investing in building the competence and knowledge of our dedicated trainers, what

brings us aside of few training providers in the region that can offer high quality trainings for Lead Auditor courses and Professional certificates.

We are proud of our capability to offer our customers, the ultimate knowledge put in programs to meet customer's needs according to their work environment.

Our objectives at AIP are:

- Examining and responding more systematically and strategically to evaluations from our trainees and customers.
- Refining course offerings to reflect customer demand, projected demographic trends, and anticipated workforce needs.
- Providing opportunities for work-integrated learning that facilitate delegates' transition to professional practice.
- Building the capability of our trainers and tutoring staff through a range of development and extension programs.
- Reviewing and integrating emerging technologies which can most effectively support trainees learning, and creating physical environments to complement those learning experiences.
- Fostering the critical relationship between training and research and strengthening our physical and virtual learning environments.

**Local Training Programs**

The intention of the Productivity and Quality Institute (PQI) training services is to provide integrated courses that are primarily based on learning experiences.

These courses include simulation (videos, software application, etc.) and practical workshops. Delegates demonstrate their learning experience, which consequently gives an opportunity for reflection and discussion.

Courses include relevant aspects thus attaining greater commitment and higher learning impact for the participants who are encouraged to contribute during discussions. All training courses are either conducted at the Productivity and Quality Institute premises in Alexandria, or in-house at the client's premises. According to the broad range of the clients' needs, we tailor, develop and deliver specified training courses as per your request supported by highly competent tutors.

**Third Activity: Consultancy Services**

To qualify companies, organizations and entities seeking to establish and implement quality, environmental, health and safety, energy, and information security management systems as well as organizational excellence.

The Institute undertakes productivity improvement projects, and manages downsizing and privatizing initiatives with all underlying issues. The Productivity and Quality Institute pre-qualification in this domain contains a long list of companies both in Egypt and in the Arab world working in various sectors of manufacturing, Oil and Gas and service industries. We assist our clients to achieve and maintain certification of their management systems to international standards such as ISO 9001, ISO 14001, ISO 45001 and ISO 50001.

We also provide consultancy services in relation to integration of various management systems. We at Productivity and Quality Institute have extensive experience in integrating various management systems for our clients using integrated management system.

Clients choose us for our expertise, practical experience and common-sense approach.

**PQI provides consultancy services in the following fields:**

- Quality Management Systems ISO 9001.
- Environmental Management Systems ISO 14001.
- HACCP and Food Safety Management Systems ISO 22000
- Occupational Health and Safety Management Systems ISO 45001
- Energy Management System ISO 50001.
- Social responsibility ISO 26000.
- General requirements for the competence of testing and calibration laboratories ISO 17025.

- Conformity assessment- Requirements for the operation of various types of bodies performing inspection ISO 17020
- European Excellence Model (EFQM) and Excellence Awards.
- Six Sigma.
- Business Continuity Management Systems ISO 22301.
- Lean Manufacturing (LM).

**We help organizations to build their integrated management system and benefit from:**

- Increased operational efficiency.
- Improved business performance.
- Reduced business risk.
- Clearly defined roles and responsibilities.
- Minimization of internal documentation and related administration.
- Reduced resources to manage the system.
- Easier prioritization of key issues.
- Reduced cost and time inputs incurred while handling separate third-party audits.

### Part III. Measurement of Outcomes

#### Conferences, Seminars and Workshops

In 2019, PQI held 11 events to raise awareness among our students, clients and employees towards topics affecting the environment and society. Those are some of the events and the targeted audience:

<b>Seminar</b>	<b>Audience</b>
Defining the difference between personal affairs concept and human resource management.	Alexandria governorate employees
Innovation, Excellence and Foreseeing the future	AASTM employees
Climate change	Staff and students of PQI institute.
About the "International Professional Certificate in Organizational Education"	Companies, Staff and students of PQI institute.

<b>Workshops</b>	<b>Audience</b>
How to formulate the vision and mission for the general administration of human resources.	Alexandria governorate employees

<b>Training sessions</b>	<b>Audience</b>
Managing people	PQI's employees
Rapport Building	PQI's employees
Innovation Management	PQI's employees
Customer relationship management	PQI's employees

<b>Conferences</b>	<b>Audience</b>
Tourism forum in the Arab Region	PQI's employees
Governmental Organization Excellence	PQI's employees

#### Hosting World Environment Day

Standing as the beacon for knowledge and innovation, PQI organizes the annual celebration of the World Environment Day in collaboration with the United Nations. Since 2014, PQI hosts the World Environment Day bringing awareness to our students, clients in industry and services as well as to the community. In 2019, the World Environmental Day theme was "Air pollution" with slogan "*We can't stop breathing, but we can do something about the quality of air that we breathe*". Participants from various backgrounds participated in the event; School students, University students and researchers as well as industrial companies. They presented their ideas to combat air pollution. One of the topics discussed by school students was; Reducing CO<sub>2</sub> Emissions by converting it to valuable chemical compound used in medical, cosmetic industries and cement industries. Local and International University students presented their innovative ideas such as: Air filter made of Nano-structured polyaniline and reducing carbon dioxide level by using it in silica industry. Industrial companies were also encouraged to participate with their ideas with projects such as, "Investing in procuring low sulfur content raw material to control Sox emission limits in production stacks and boilers", "Changing raw material used in pellet formation process to reduce the amount of CO emissions in production stacks" and "Decreasing the emissions of NOX gases coming out of production stacks by introducing a secondary air flow to the dryer's combustor".

We encouraged companies to pair with the project researchers to support applying those innovative ideas into actual practices.

## **Helping organizations towards Sustainability**

With respect to our strategy towards raising awareness to the community on sustainable development and related environmental and social issues, PQI worked with companies to establish their Sustainability Reports.

The first of those companies was Sidi Kerir Petrochemicals Co Known as "SIDPEC" where in 2014; we worked with them on a pilot project funded by ISO to raise awareness of companies towards their Social Responsibility roles. By mid-2015 end of SIDPEC issued their COP on the UN Global Compact website and they are members since then.

In 2017, we consulted the Training Drinking Water Company in Alexandria to issue their first Sustainability Report. Moreover, in 2018, PQI also worked with The Egyptian Ethylene and Derivatives Company known as "ETHYDCO" to compile their first Sustainability Report.

We aim to provide our expertise to other Egyptian companies in order to help them adopt the Sustainable Development Goals relative to their practices. Furthermore, we encourage them to report their Sustainability report through the UN Global Compact to demonstrate their commitment.

## **Raising awareness among students in research papers:**

During the past years, our Post Graduate students have presented a number of research that covers sustainable development topics. Some of those researches are:

1. Investigation into an integrated Methodology for Security natural Gas Pipelines from Environmental Impacts.
2. Integrated environmental management approach in wastewater sector.
3. Environmental Management Systems recommending a practice for the oil and Gas industry.
4. Applying the TQM mechanism to address the pollution of beaches with industrial waste

## **PQI's actions taken to support UN Global Compact Principles:**

Through the past years, PQI has worked its way towards applying the UN Global compact principles and achieving the Sustainable development goals. Those activities can be presented through the following pillars:

### **Environment:**

- 1- PQI has adopted the paperless system since 2018. We have turned 60% of our work to paperless resulting in a dramatic consumption of paper in all departments. This also resulted in decrease of using ink cartilages and other printer supplies.
- 2- PQI changed all lighting system into LED leading to 95% decrease in electricity consumption in 2019.
- 3- PQI initiated the Gas Policy consumption for decrease of our emissions. Consultation activities are organized to head to clients' destination in groups in nearby districts for the reduce of car using to decrease our gas emissions. This policy reduced our gas emissions by 25% in 2019.
- 4- Renew all electric panels in the institute for more monitoring and measurement of electric consumption and re-load of power distribution.
- 5- Planting the entrance of the institute to cover a wide space of green area.
- 6- Replace the air conditioning system to an ecofriendly central system that reduced consumption by 25% in 2019.
- 7- Replace the overhead projectors in classrooms with LED smart screens that reduced the power consumption by 10% in 2019.
- 8- In 2019, started developing our educational facilities to IOT systems for remote learning for our students and remote access to work for our employees. This facilitated shifting our academic system to reach our students remotely during the COVID 19 pandemic. In addition, it facilitated our employees to work from home with more than 70% off load at work site.



**Anti-Corruption**

PQI works on raising community awareness on Anti-Corruption practices. We initiated this through training sessions on Anti Bribery addressed to employees of the Administrative Control Authority – ACA.

**Human Rights**

PQI is one of the main supporters of human rights and we practice this in all our activities.

First, we support women's engagement, as our employees are 55% females.

We even encourage females to join our academic and training sessions in order to qualify them better for the work field. More than 70% of our students are female.

PQI endorses the initiation for youth for self-development and career enhancement. For that, we offer special discount ranging from 25% to 35% to companies and syndicates to encourage their employees and members join our academic program.

We also encourage our Post Graduate students to pursue further professional courses by offering them extra 10% discount.

**Labor**

PQI prohibits child labor in all of its activities. We impose strict procedures on all our stakeholders to assure their services abide by child labor international rules.

PQI is against all kinds of discrimination. Moreover, we do not discriminate between our male and female employees by any means. Both have the same salaries, job opportunities and career paths on equal bases.