



SUCCESS



LIBNOR is a public institution having the sole authority to issue, publish and amend Lebanese standards and to give the right to use the Lebanese Conformity Mark (NL Mark).

Libnor is member of the International Organization for Standardization (ISO), the Codex Alimentarius Commission, the Standards and Metrology Institutes for Islamic Countries-SMIIC, the RNF- Reseau Normalisation et Francophonie and AIDMO. LIBNOR is also Affiliate member to the European Committee for standardization – CEN In 2008, Libnor was the first Lebanese public institution certified against ISO 9001

Libnor's departments and activities:

- Standards development
- Conformity mark
- Information center
- Training center



Within the context of Globalization, the Arab world is currently experiencing a verve that is significantly affecting all sectors, whether financial, industrial or economic. This verve is accompanied by an increase in the consumption of natural resources, especially non-renewable ones. It also coincides with the rise of general awareness within consumers that is reflected in their desire to organize the relationship between renewable desires and the resources available in such a way that preserves the right of future generations to enjoy a level of luxury that is similar to what is available today in some communities. Moreover, this awareness phenomenon may be due to media exposure, to tough competition between organizations or even to some marketing plans. As a result, economic organizations, especially the larger ones that apply planning and development systems, found themselves facing a new reality that is reflected by a pressure to create their unique value.

LIBNOR is proud to launch the training services in critical fields that help organizations to answer the following question:

"How we go about managing our business?"

Mohamad Chamas

Head of services Department

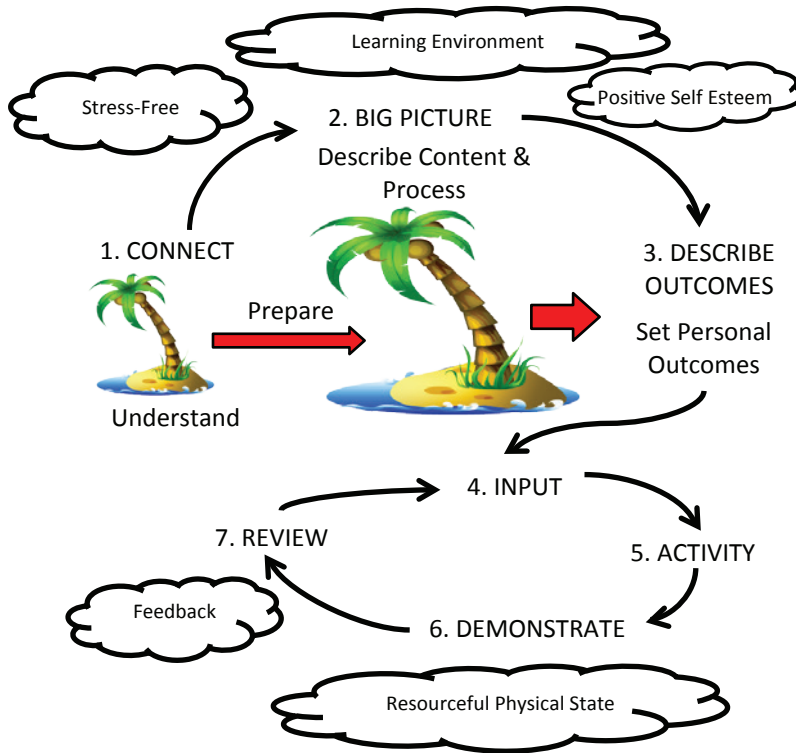
The training division in LIBNOR has been organizing several awareness seminars and workshops on popular Standards for both the private and public sectors in the fields of Quality Control, Food safety, Good Manufacturing Practices (GMP), Energy Management, Environmental Management in addition to other training sessions related to the Lebanese- European Association Agreement, WTO/TBT Agreement and the Quality infrastructure etc...for the relevant Lebanese Stakeholders.

LIBNOR training center has expanded its scope to include more technical and market driven training sessions for professionals in different fields.

The training program covers the following sectors:



Libnor's trainers apply the Accelerated Learning Techniques to make the learning effective. By using techniques that match preferred ways of learning, learning becomes easier; and because it is easier, it is quicker. Hence the name: Accelerated Learning. By also incorporating well-researched memory techniques, Accelerated Learning makes learning an enjoyable, successful and satisfying experience



Quality management



Most businesses operate in competitive markets, each organization must decide how to fit in. Knowing that the Quality searched by consumers is associated with consistency, a quality management system is the ideal way to a companies' survival and success

Quality management systems have been developed to build systematic and efficient operations in companies, ensure cost saving, and order in the organization, remove processes and activities which do not add value, reduce work duplication, control the quality of products, while promising a consistent quality improvement

I. ISO9001 introductory | period: 12 hours

This course introduces the requirements of the ISO 9001 quality management system. It is designed for persons interested in expanding their knowledge in the field of quality management and understanding the benefits ISO 9001 can bring to the organizations

Course Objectives

Upon completion of this training, delegates will be able to:


- Identify the requirements of a Quality Management System in conjunction with the ISO9001 standard chapters
- Recognize the key processes involved in the quality management system
- Understand the steps needed to implement an ISO9001 system and get their business certified

II. ISO9001 implementation | period: 24 hours

This course illuminates the principles of the ISO 9001 management system and provides the essential knowhow for the implementation of this system through an organization. It constitutes an interest for every organization willing to improve the effectiveness of its operations and the quality of its products

Course Objectives

Upon completion of this training, delegates will be able to:

- Understand and explain the requirements of a Quality Management System in conjunction with the ISO9001 standard chapters
 - Identify key processes and create a control system
 - Understand the principles of auditing and the process based approach
 - Participate in the design and implementation of the ISO9001 system in an organization
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Food Safety



Food safety has become a significant concern all over the world. Foodborne outbreaks are obviously growing; and, at the same time, there have been significant media exposure, that created a public health impact and a decrease in consumer confidence in the recent years. In this perspective, everyone in the food chain must employ measures to keep food safe - farmer, processor, vendor and consumer, knowing that food contamination can occur at any stage from farm to fork.

I. General Principles of food hygiene | Period: 12 hours | Language: Arabic

Good manufacturing practices (GMP) constitute the pre-requisites recognized as essential to ensure the safety and suitability of food for consumption. The pre-requisites programs are vital to the organizations interested in reducing the risk that can result from inappropriate production environment and handling practices within a food operation, and for the ones that are planning for the implement of a food safety system.

This course highlights the common dangers associated with manufacturing, and provides an in-depth introduction to safe food handling, and proper hygiene practices.

Course Objectives

Upon completion of this training, delegates will be able to:

- Identify the GMP pre-requisite programs applicable throughout the food chain
- Analyze GMP gaps in their workplace and understand the GMP implementation means
- Realize the impact of GMP in reducing food safety risks and recognize the different types of food safety hazards: chemical, physical and biological
- Describe the microbiological contamination and main tools to prevent or eliminate biological hazards through GMP

II. ISO22000 introductory | period: 12 hours

The ISO22000 introductory training provides an understanding of the requirements of the ISO 22000 food safety management system.

It is designed for personnel in the food chain wishing to expand their knowhow in the food safety management system

Course Objectives

Upon completion of this training, delegates will be able to:

- Identify the requirements of ISO22000 Food Safety Management System and the steps needed to implement the system and get their business certified
- Understand HACCP principles
- Recognize the compatibility between ISO9001 and ISO22000

II. ISO22000 implementation | period: 24 hours

This training course discusses the principles of the ISO 22000 food safety management system and provides the essential knowhow for the implementation of this system through the food supply chain.

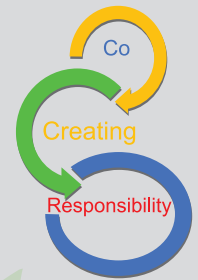
It constitutes a direct interest for the organizations falling within the food chain “From farm to fork”, including: agriculture production, storage and distribution, food processing, display, service, delivery and retail.

Course Objectives

Upon completion of this training, delegates will be able to:

- Explain the requirements of the ISO22000 Food Safety Management System
- Participate in the design and implementation of the system in an organization within the food chain
- Understand the 7 principles of HACCP and recognize the steps required for the development of a HACCP plan, effectively identify and assess food safety hazards, differentiate between CCP (critical control points), OPRP (operational pre-requisites programs) and PRP (pre-requisites programs)
- Understand the principles of auditing and the process based approach

Energy Management



When it comes to energy saving, energy management is the process of monitoring, controlling, and conserving energy in a building or organization. Much of the importance of energy saving stems from the global need to save energy - this global need affects energy prices, emissions targets, and legislation, all of which lead to several compelling reasons why you should save energy at your organization specifically.

I. Fundamentals of energy and energy systems in buildings | period: 18 hours

This course is a hands-on practical introduction to energy and its use in buildings. It aims to provide fundamental knowledge about the different forms and sources of energy, energy performance, energy systems in buildings, risks related to energy use and the environmental consequences. The knowledge gained will be a value added to organizations aiming to improve their energy and environmental performance. It will also provide an effective training and potential career advancement opportunity for energy-involved professionals.

Course Objectives

Upon completion of this course, delegates will be able to:

- Differentiate between energy sources, forms and categories
- Get a solid background in the energy budget of a country, organization or project
- Get familiar with the most important energy using systems in buildings
- Understand business risks related to energy
- Acquire a working knowledge in carbon-footprinting for products and organizations

II. An overview of ISO50001 Energy management system for executives | period: 6 hours

This course aims to familiarize participants with the requirements of the ISO 50001 energy management system.

It is designed to expand their knowledge and awareness in the field of energy management and to help them understand the benefits ISO 50001 can bring to their organizations

Course Objectives

Upon completion of this training, delegates will be able to:

- Understand the structured and integrated approach of ISO 50001
- Understand what is involved at the organizational level to implement ISO50001
- Identify the requirements of an Energy Management System as per ISO50001 guidelines
- Appreciate the benefits an energy management system can bring to their organizations
- Understand the steps needed to implement an ISO50001 system

III. ISO50001 implementation | period: 18 hours

This course walks the participants through the ISO 50001 energy management system and provides the essential knowhow for the implementation of this system within their organizations.

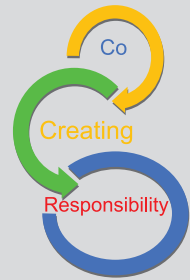
It brings real value added to organizations interested and willing to manage and improve their energy performance and reduce their emissions. It is also of great value to individuals who wish to further their careers in the energy field

Course Objectives

Upon completion of this training, delegates will be able to:

- Understand and explain the requirements of a Quality Management System as per ISO50001 standard
- Devise strategies for improving the energy performance of their organizations
- Recognize key operations in their organizations having an impact on energy performance
- Devise energy performance monitoring, reporting and verification procedures
- Understand the principles of auditing and the process based approach
- Understand the issues at the operational levels that need to be addressed in order to implement ISO 50001

Social responsibility



Sustainable business for organizations means not only providing products and services that satisfy the customer, and doing so without jeopardizing the environment, but also operating in a socially responsible manner. Pressure to do so comes from customers, consumers, governments, associations and the public at large. ISO 26000 International Standard has been created to assist organizations in contributing to sustainable development



I. ISO26000 introductory | period: 12 hours

This course gives an overview of the ISO26000 standard and highlights the concepts of sustainable development.

It is designed for persons interested in expanding their knowledge in the field of social responsibility and sustainability management and understanding the benefits ISO 26000 can bring to the organizations and to the community

Course Objectives

Upon completion of this training, delegates will be able to:

- Understands the principles of ISO26000 and sustainable development concepts
- Recognize the importance of social responsibility and its impact on organizations and community
- Identify the means for integrating social responsibility in business

II. ISO26000 implementation I period: 24 hours

This course provides the essential knowhow for the implementation of ISO26000 system through an organization.

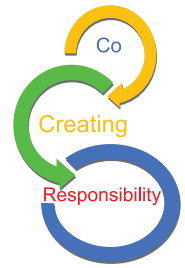
Social Responsibility allows an organization to understand the risk it poses both environmentally and with people. Organizations and individuals willing to improve their operations to get environment friendly and socially responsible will benefit from this in depth course treating the requirements of ISO26000

Course Objectives

Upon completion of this training, delegates will be able to:

- Understand and explain the requirements of a Social Responsibility System
- Identify key processes and core subjects that are commonly involved in social responsibility: human rights, labour practices, the environment, fair operating practices, consumer issues, community involvement and development.
- Support an organization in implementing and managing a Social responsibility guidance based on ISO 26000
- Recognize sustainability development principles and means to follow them

Laboratories Accreditation



The accreditation has become an essential requirement for laboratories to prove to the customers, and regulatory authorities they are competent to carry out the intended functions.

ISO 17025 and 15189 are the key laboratories accreditation systems, and constitute valuable tools to every laboratory.

ISO 15189 specifies the Particular Requirements for Quality and Competence for Medical Laboratories; it is considered as one of the fastest growing international quality standards in the world.



I. Understanding ISO 15189 - Accreditation Requirements for Medical Laboratories

Period: 12 hours

This training session introduces the requirements ISO 15189 standard

The course targets laboratories willing to know the requirements for the implementation of ISO 15189 and accreditation.

It is interesting for Laboratory Personnel willing to take their professional career into an advanced level in the area of system coordination.

Course Objectives

Upon completion of this training, delegates will be able to:

- Know the requirements of medical testing accreditation.
- Identify the needs for the implementation of ISO 15189 to your own facility.
- Identify the purpose and interaction of the management system and technical requirements.

II. ISO 15189 - Implementation of ISO 15189 for Medical Laboratories | Period: 24 hours

This training session is delivered as a practical workshop interacting with the ISO 15189 standard, discussing common challenges when implementing the requirements, and exploring possible solutions

The course targets laboratories having in mind the upgrade of their operations to meet the ISO 15189 requirements and optimize their performance and are planning for an ISO15189 accreditation

Laboratory Professionals planning to boost their knowhow in the area of laboratory accreditation and handle tasks related to the design and implementation of ISO15189 will definitely find this training very interesting

Course Objectives

Upon completion of this training, delegates will be able to:

- Understand the medical testing accreditation requirements.
- Identify areas of improvements at your own facility to meet the requirements of ISO15189
- Participate in the design and implementation of the system requirements to ensure conformity with ISO15189 and prepare the facility for getting accredited

Business Skills



Business skills are basic rules for business success. Professionals rely on a diverse range of business skills to develop their careers. HR management, Emotional intelligence, Project management, Business strategy, Neuro-Linguistic Programming, and Marketing are among the leading skills that provide competitive advantage through smart design and strategies. Acquired business skills lead to sustainable operations and create a solid bond with business stakeholders



I. Fundamentals Project Management I Period: 14 hours

Many factors have increased the need for project management such as the triple bottom line (planet, people, and profit), compression of the product life cycle, knowledge explosion and many others.

This training will provide essential knowledge for the application of appropriate skills, tools, and techniques to plan and manage successful projects

Course Objectives

Upon completion of this training, delegates will be able to:

- Understand the concepts of Modern Project Management.
- Realize the importance of linking projects with the organization's strategy
- Recognize how to Choose an Appropriate PM Structure and develop a project network
- Identify the steps for defining a project and forecasting the time and cost of completing project deliverables.
- Identify the types of constraints facing resources and costs allocation
- Understand the set of characteristics commonly associated with high-performing teams
- Manage the closure phase and understand the project wrap and closure activities

II. Business strategy I Period: 14 hours

This course is designed to combine proven-by-practice methods with new insights and ideas from a wide range of current strategic thinking. Gain a wider perspective of management practice through breakout sessions, exercises, and case applications.

Course Objectives

Participants will learn:

- The principles of strategic planning
- How to define and understand the Organization's Mission
- How to develop the skills to perform external and internal analyses for companies and to evaluate the dynamics of competition
- How to build strategies using appropriate frameworks and tools
- The basics of strategy implementation and control

III. HR Management I Period: 14 hours

This course aims to familiarize participants with human resources strategies based on talents and competency.

It is designed to expand their knowledge and awareness in the field of recruitment, competency identification and evaluation, and performance management to enable them apply improved human resource strategies

Course Objectives

Upon completion of this training, delegates will be able to:

- Understand the competency-based Talent Management, Stages of Competencies
- Develop Competency-based Job Description and organizational charts
- Identify key performance indicators principles in evaluating staff performance
- Recognize principles Performance management purpose and main components, performance Criteria, Roles, Benefits, Hurdles, and Time Frames
- Develop training program based on competency assessment

IV. Emotional intelligence I Period: 14 hours

Do you pay attention to your emotions and the feelings of those around you?

This training course will help you to find an answer for this question. It introduces the concept of emotional intelligence and explores the topic of EQ. It will help you to gain insight into emotional intelligence and how you can use it. It allows you to discover how in tune you are with your emotions and how to develop your own EQ and therefore increases your success in your career and relationships both inside and outside the work place.

Training objectives:

The training will allow to:

- Define emotional intelligence and how it relates to personal and organizational success,
- Explain the difference between EQ and IQ,
- Introduce and discuss the five competencies of being emotionally aware,
- Introduce and discuss the five elements of mindfulness that overlap with EQ,
- Develop an awareness of Bar-on EQ-i model
- Explore ways to advance personal emotional intelligence,
- Understand the consequences of behaviour and weigh decisions before action.

V. Marketing I Period: 14 hours

Marketing is an essential element for every business. It can be that one missing piece of the puzzle, and when it fits the big picture is revealed.

Marketing Basics will provide to participants the basic knowledge and give them the ability to build and grow their business.

Training Objectives:

- Define your market.
- Know the different types of marketing and ways to use them.
- Learn effective ways of communicating with the customer.
- Know how to set marketing goals and strategies.
- Recognize common marketing mistakes and know how to avoid them.

VI. Neuro-Linguistic Programming I Period : 14 hours

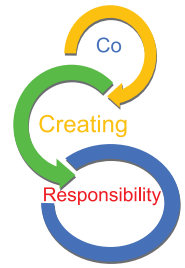
Understanding the basis of NLP gives the ability to identify the ways that people are thinking and feeling and ethically make changes in those states

In this training we will discover the ways that great communicators in the world of business got their message across, how people motivate themselves and others, how people present more effectively and powerfully persuade.

Here are just a few ways in which NLP is being used in a business context:

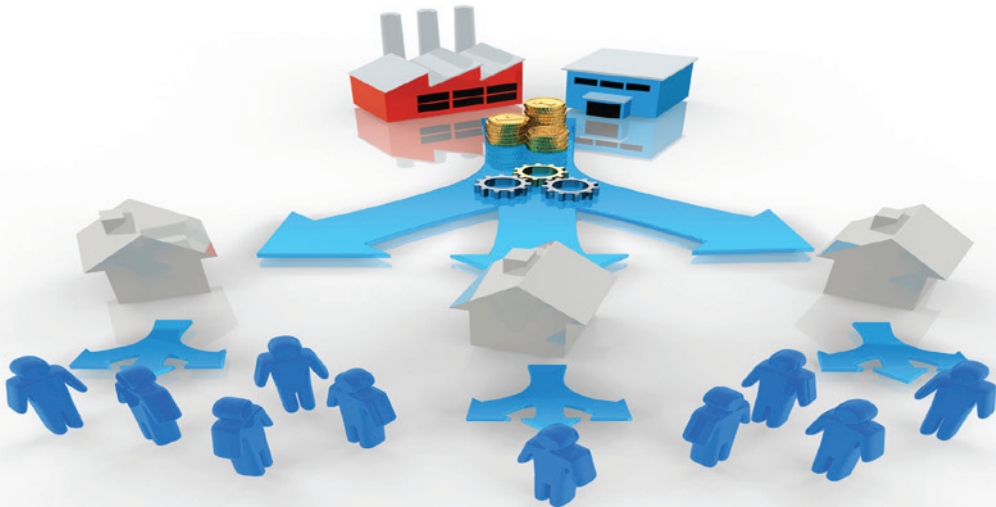
- Inter-staff Communication
- Leadership
- Presentation
- Improving personal effectiveness
- Confidence and presence
- Sales, Negotiation and Persuasion

Supply chain



Basically, the world is one big supply chain. Supply chain management touches major issues, including the rapid growth of multinational corporations and strategic partnerships. Global expansion and sourcing, fluctuating gas prices and environmental concerns, each of these issues dramatically affects corporate strategy and bottom line.


Supply chain management is essential to company success and customer satisfaction and plays a critical role in society and cultural evolution and helps improve our quality of life. Due to its high impact, SCM has become one of the most critical business discipline in the world today.



I. Supply chain Management | Period: 14 hours

This training course gives practical applications of the main theories in supply chain management. Participants will gain valuable knowledge about supply chain management, logistics, inventory management, demand forecasting, and continuous improvement. This will help in better decisions and planning for good supply chain relationships and performance.

Course Objectives

- Understanding supply chain management and its benefits and design.
 - Understanding the role of logistics, and discussing logistics service providers.
 - Discussing supplier relationship management and procurement planning.
 - Understanding and using demand forecasting and capacity planning.
 - Discussing inventory types, inventory value, and inventory planning and control.
 - Understanding principles of continuous improvement like six sigma and lean supply chain.
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TRAINING SCHEDULE 2016

FEBRUARY



**Fundamentals of
Project Management**

MARCH



ISO9001 Introductory

APRIL



**Fundamentals of
energy and energy
systems in buildings**

**Understanding
ISO15189**

**Emotional
Intelligence**

MAY



**ISO26000
introductory**

**General principles
of food hygiene**

NLP

JUNE



**General principles
of food hygiene**

Marketing

TRAINING SCHEDULE 2016

JULY



Supply Chain
Management

Overview ISO50001

HR Management

AUGUST



Business Strategy

ISO22000 Basic

SEPTEMBER



ISO22000 BASIC

ISO26000
Implementation

OCTOBER



ISO50001
Implementation

ISO9001
Implementation

NOVEMBER



ISO22000 Advanced



For more enquiry about our training program and registration kindly contact our training center

- Through our website www.libnor.gov.lb
- At the following email address: training@libnor.org
- By calling us: 01-485927 ext:113