



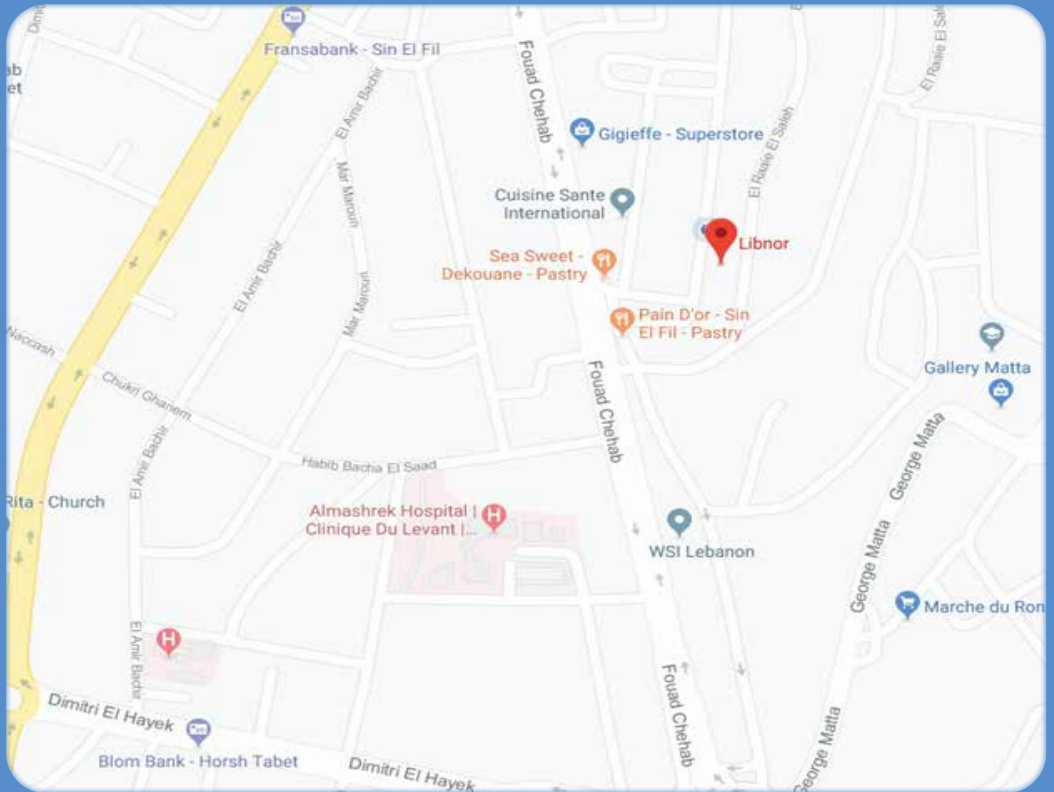
Lebanese Standards
Institution

Training
Booklet
2019



**Riding the waves
of change**

Reaching LIBNOR



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Libnor in brief

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 Institute for Islamic Countries- SMIIIC, the RNF- Réseau 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



LIBNOR

Lebanese Standards Institution

Co-creating Responsibility



Message

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

LIBNOR Services Director

Libnor Training center's Scope

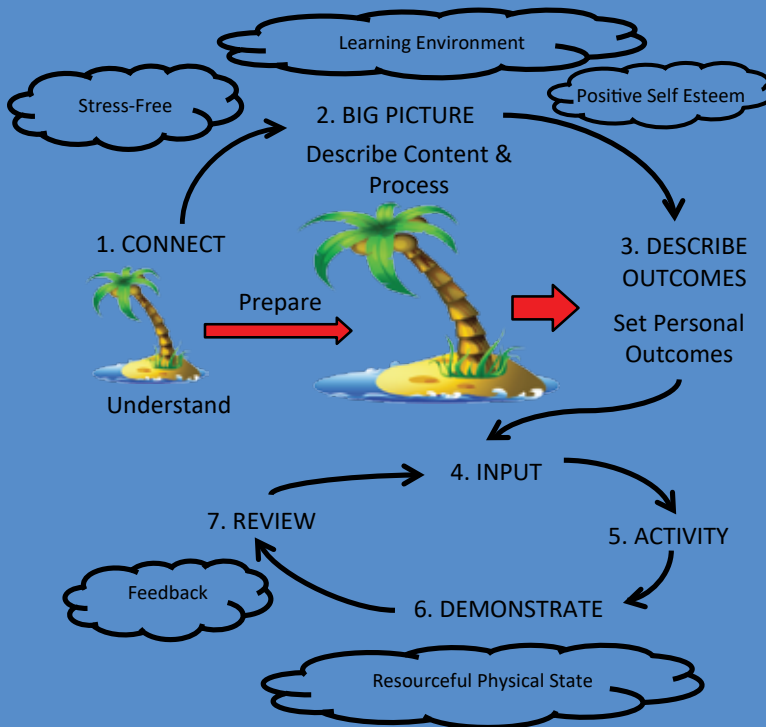
LIBNOR has been organizing several awareness seminars and workshops on popular Standards for both the private and public sectors in the fields of Quality Control, Food safety, Good Manufacturing Practices (GMP), Energy Management, Environmental Management in addition to other training sessions related 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:



Our Training Concept

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



How to register

Step 1

Information

Call and e-mails for info
Check the training schedule on Libnor's website

Step 2

Application

For registration, contact our training center through our website: www.libnor.gov.lb or the following e-mail address: training@libnor.org or by calling us: 01 485 927 ext: 163. CV and application form are required for registration.

Step 3

Confirmation

E-mail is sent back to confirm registration

Step 4

Note

candidates who couldn't register for a specific training course can attend other relevant trainings held in the future, email notifications will be sent to them.

Training Topics

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Introduction to standardization

LIBNOR has the sole authority to issue, publish and amend Lebanese Standards and to authorize the use of the mark of conformity to standards.

Lebanese Standards include, for example, standards for measurement, conventions, symbols, definitions, product safety and performance, methods of analysis and testing, codes of practice for technical work and technical rules and codes for building.

Lebanese Standards bring environmental, economic and societal benefits.

By harmonizing technical specifications of products and services they help to make industry more efficient and break down barriers to trade.

The use of standards therefore brings organizations a competitive advantage and an enhanced reputation. It helps to achieve access to government work, and to maintain relationships with suppliers, peers and other categories of stakeholders in the wider community to which they relate.

Knowing and being able to apply standards is a requirement for all professions.

Course objectives

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

- Benefit from an introductory course that will illustrate the value of participating an introductory course to standards and conformity assessment process.
- Learn a variety of specialized techniques to assist in a successful standardization and maximize the benefits of participation.
- Have a greater understanding of the role that standards play in the global economy, competitiveness, health, safety, environment, and the relationship between standards and the private and public sectors.

Quality management systems

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 to remove processes and activities which do not add value. In addition, the quality management system reduce work duplication and control the quality of products while promising a consistent quality improvement.



I. ISO9001 Implementation | Course 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, participants 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

II. Educational Organization Management Systems (EOMS): ISO 21001



ISO 21001 offers a common management tool for guidelines to help organizations meet requirements of learners and other customers and helping educational organizations deliver quality in today's challenging educational environment.

Course Objectives

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

- To gain basic knowledge and awareness of educational organization management system requirements based on ISO 21001.
- To have better knowledge about the educational mission, vision, objectives and action plans.

III. Anti-Bribery Management System : ISO 37001



ISO 37001 is an anti-bribery management system standard published in October 2016. It includes a series of measures and controls that represent global anti-bribery good practice.

The standard can be used by organizations in any country.

Course Objectives

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

- Identify potential bribery risk situations
- Establish, implement, maintain and improve an anti-bribery compliance programme.

IV. Risk management System: ISO 31000

Risk is a necessary part of doing business and in a world where enormous amounts of data are being processed at increasingly rapid rates, identifying and mitigating risks is a challenge for any company. It is no wonder then that many contracts and insurance agreements require solid evidence of good risk management practice.



ISO 31000 provides direction on how companies can integrate risk-based decision making into an organization's governance, planning, management, reporting, policies, values and culture. It is an open, principles-based system, meaning it enables organizations to apply the principles in the standard to the organizational context.

Course Objectives

The objective of this training is to provide:

- An overview of the development of Risk Management and its value
- An introduction to Risk management principles and themes
- ISO 31000 contribution to the organization's sustainability and to achieving sustainable development
- Best practice on how to start the implementation of ISO 31000:2018 to better suit the needs and objectives of the organization

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 - farmers, processors, vendors and consumers, knowing that food contamination can occur at any stage from farm to fork.

A close-up photograph of a metal food mill grating red tomatoes onto a white plate. The background is a dark, textured surface.

What's really
on your plate

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

The pre-requisites programs including GMP are essential to ensure the safety and suitability.

They 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 hazards associated with food manufacturing, and provides an in-depth introduction to safe food handling, and proper hygiene practices.

Course Objectives

Upon completion of this training, participants 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
- Understand the microbiological contamination and main tools to prevent or eliminate biological hazards through GMP

II. ISO22000 introductory I 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, participants 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

Energy and Environment



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 an organization should save energy.

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, participants will be able to:

- The different 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. ISO50001 Energy management system for executives | period: 18 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

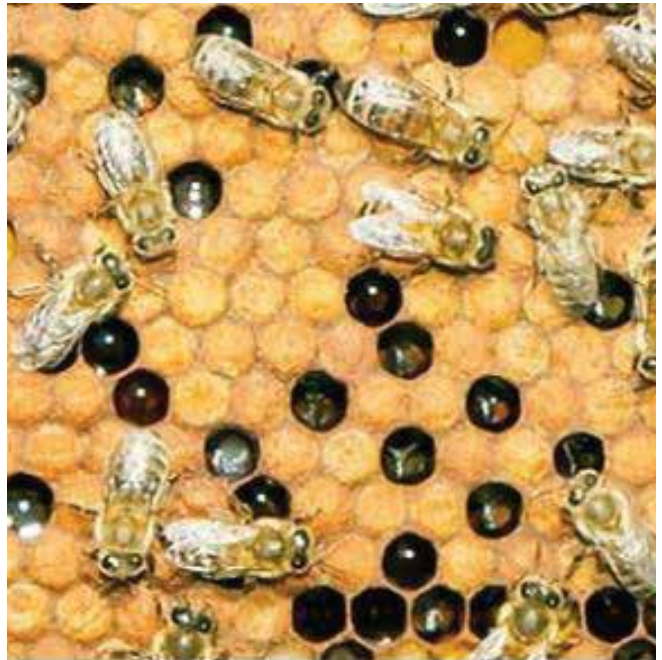
Upon completion of this training, participants will be able to:

- 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



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 has been elaborated to assist organizations in contributing to sustainable development.



I. 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 socially responsible will benefit from this in depth course treating the requirements to become ISO26000

Course Objectives

Upon completion of this training, participants 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

Business Skills

Business skills are essential 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 of 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, participants 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



II. Agile Certified Practitioner

This 2-day workshop covers the difference between agile and traditional waterfall project management, while introducing the agile principles considered in the PMBOK® guide along with their practical applications. It provides trainees with the knowledge and understanding of fundamental Agile values, principles, and practices. The workshop also highlights the agile methodologies and their usage, combined agile and predictive approaches, and the importance of servant leadership and the team composition when creating an agile environment.

Course Objectives

The objectives of the workshop include but are not limited to:

- Prepare the participants for the PMI-ACP Certification
- To impart sufficient knowledge and skills to the participants so that they can start practicing the agile project management methodology at their work place.
- Provide 24 contact hours of instructor led training credits to the participants.



Supply chain management

Basically, the world is one big supply chain. Supply Chain Management (SCM) 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.



Supply chain Management I 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

Upon completion of this training, participants will:

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

Value Chain Management

A value chain is a string of collaborating players who work together to satisfy market demands for specific products or services. The value chain is made up of the functions within a company that add value to the goods or services that the organization sells to customers and for which it receives payment. Value chain integrates a variety of supply chain activities throughout the product/service life cycle. A typical life cycle would involve: determination of customer needs, development, production/operations and distribution/deployment.

The intent of a value chain is to increase the value of a product or service as it passes through the stages of development and distribution before reaching the end user.

Pre-requisites:

This course is suitable for intermediate professionals involved in enterprise operations management and strategic planning.



This training will provide essential knowledge for the application of appropriate skills, tools, techniques and best practices to bring value to the customer and ensure better satisfaction through a formal value chain management process.

Course Objectives

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

- Define and overview supply chain management (SCM).
- Define value chain and value chain management (VCM).
- Contrast supply chain management and value chain management.
- Describe the goal of value chain management.
- Outline the benefits of value chain management.
- Discuss the role of VCM strategy in the company's overall competitive strategy.
- Become familiar with the basic concepts and terminology of VCM.
- Discuss the requirements for successful value chain management.
- Explain the obstacles to value chain management.
- Learn techniques and tools necessary to perform a value chain analysis.
- Apply the acquired knowledge to perform a value chain analysis.

Training schedule 2018

Courses	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
INTRODUCTION TO STANDARDIZATION												
QUALITY MANAGEMENT SYSTEMS												
<i>ISO9001 implementation</i>				■								
<i>Educational organization management system: ISO 21001</i>								■				
<i>Antibribery management system: ISO 37001</i>										■		
<i>Risk management system: ISO 31000</i>											■	
FOOD SAFETY												
<i>good manufacturing practices gmp in the food sector</i>						■	■					
<i>ISO22000 introductory</i>							■					
<i>ISO22000 implementation</i>											■	
ENVIRONMENTAL TRAINING												
<i>fundamental of energy and energy systems in buildings</i>					■							
<i>iso 50001 energy management system for executives</i>											■	
SOCIAL RESPONSIBILITY												
<i>ISO26000 implementation</i>										■		
BUSINESS SKILLS												
<i>fundamental project management</i>		■										
<i>business strategy</i>									■			
<i>Agile certified practitioners</i>												■
<i>supply chain management</i>						■						
<i>value chain management</i>							■					

sailing into the future



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:163