

PROFESSIONAL OVERVIEW

Highlights

- 24 years' experience with proven achievements in many areas such as managerial systems and process improvement, excellence models, and international accreditations, with an ability to develop strong working relationships at all levels and good communication skills with internal and external stakeholders.
- Having a native fluency in both English and Arabic allows me to communicate effectively within the Middle East and with expertise internationally.
- Experience in different organisational excellence models (EFQM, SKEA, G4, Gem 2.0, Minister of Interior Excellence Program).
- Very active in research and benchmarking for best practices and deriving applications that have demonstrably turned into implemented practices with significant impact. Most notable and recent of which was developing a model for Pioneering Police Forces, and Abu Dhabi Police's Community Partnership Framework. Both frameworks received intellectual property from the Intellectual Works Department in the Ministry of Economy in the United Arab Emirates.

Successful Organizational Improvement and Development Projects

- Extensive experience in process improvement, management systems, excellence models, and managerial frameworks.
- Recognized for achievements with numerous honours, including medals, appreciation letters, and commendations from senior government officials.
- Process Improvement: Expertise in the revision, qualification and accreditation of several organizational best practices, such as the Safe City Systems and the Strategic Decision-Making System in Abu Dhabi Police, working with many reputable organisations to achieve the accreditation such as the Centre for Organisational Excellence Research. Also, a team member in process and organisational structure revision teams, inside Abu Dhabi Police in the Decision Making and Institutional Development Sector, as well as external entities such as the newly formed Abu Dhabi Hazardous Materials Management Centre.
- Intellectual property contributions include Abu Dhabi Police's "Pioneering Policing Systems" Model and the "Community Partnership Criteria" Model.
- Led key initiatives, including the development and implementation of an internal assessment system within Abu Dhabi Police, now a standard practice.

Experience in QUALITY & EXCELLENCE MODELS

- A certified and experienced assessor in the EFQM Models since the 2010 EFQM Model – Last certification attained in the EFQM 2020.
- Key member in submission document writing teams since 2007, with many award-winning documents such as:
 - The Abu Dhabi Police Document for EFQM Global Award 2024: Abu Dhabi Police won the EFQM Global Award (1st place) achieving 7 stars globally, as the first Policing entity to ever win the award and achieve such a score.
 - The Abu Dhabi Police Document for EFQM Global Award 2021: Abu Dhabi Police achieved 6 stars, as the first Policing entity to ever win the award and achieve such a score.
 - Recognised for Excellence (R4E) 2014: Abu Dhabi Police achieved a 5-star recognition, becoming the only policing organisation to achieve such a rating at the time.
 - Internal Awards Assessment since 2010: An assessor in many of the internal awards, such as the Minister of Interior Awards.
 - Abu Dhabi Government Awards – Best Excellent Government Organization in 2009.
 - Conducted assessment for many government and private sector organizations, such as the Sheikh Khalifa Excellence Awards (SKEA), Minister of Interior's Award, and The Abu Dhabi Agriculture and Food Safety Authority (ADAFSA) internal award.

RECOGNITION

- Outstanding performance levels, being able to excel in individual assignments just as well as working as a team member to ensure excellent results.
- Received more than 20 medals over the 24 years of my professional experience from senior officials, such as H.H. Lieutenant. General. Sheikh Saif bin Zayed Al Nahyan Minister of Interior and Deputy Prime Minister and the current Commander-In-Chief of Abu Dhabi Police and all the Commander-in-Chiefs before him.

PROFESSIONAL EXPERIENCE

Abu Dhabi Police GHQ
Strategy and Institutional Development Centre

July 2017 – current

EXCELLENCE & QUALITY SPECIALIST

JOB RESPONSIBILITIES

- Preparing and delivering periodic reports to follow on progress, challenges and suggestions regarding development and improvement projects and initiatives
- Conducting internal assessments for department regarding frameworks, operational guidelines, policies and Key Performance Indicators
- Conducting meetings and preparing the necessary presentations to track the contribution of teams and departments on quality and excellence projects and initiatives
- Writing technical documents based on different excellence and quality models to submit on behalf of the organization for different excellence and quality government and international programs
- Providing expert and consultancy support to teams and departments on all topics related to the implementation of excellence criteria and addressing areas for improvement related to different excellence and quality programs
- Review and assessment of the quality of KPI's in police stations and departments
- Conducting workshops and training sessions to work teams and departments related excellence and quality programs
- Research and benchmarking for best practices, deriving applications to improve current frameworks, management systems and policies
- Suggestion of new management models based on research and benchmarking activities

KEY ACHIEVEMENTS

- Working on the Abu Dhabi Police GHQ submission for the EFQM Global Award based on the EFQM2020 new model, with an outcome of Abu Dhabi Police receiving a very high level of recognition as the first police agency around the world to receive 6 Stars based on the EFQM 2020 Model, as well as the first organisation ever to receive an additional recognition for Community Partnership. Finally, and most recently, Abu Dhabi Police won the EFQM Global Award (1st place) achieving 7 stars globally, as the first Policing entity to ever win the award and achieve such a score.

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- Developing a model for Pioneering Police Forces receiving intellectual property from the Intellectual Works Department in the Ministry of Economy in the United Arab Emirates. This model was based on research for the most recent best practices on successful frameworks for modern police forces.
- Received 6 medals for outstanding performance from the Commander-in-Chief of Abu Dhabi Police GHQ, under the leadership of two different Commanders-in-Chief within the period of 4 years

Abu Dhabi Police GHQ
Strategy and Institutional Development Centre

April 2007 – July 2017

Excellence Coordinator – Civilian

JOB RESPONSIBILITIES

- Gathering, compiling and categorising information and data related to the Quality and Excellence Team activities across Abu Dhabi Police General Headquarters
 - Research and providing best practice information for benchmarking purposes
 - Assessment of awards documents prior to submission
 - Key member in the Report Writing team which is in charge of writing the Abu Dhabi Police submission document for Abu Dhabi Awards for Excellence based on the EFQM model
 - A member in many improvement-project teams; e.g. Areas for Improvements Teams
 - Coordination with outsourced consultants to facilitate the implementation of improvements within the Quality and Excellence Team's.
 - External Awards (local – regional – international): research and data gathering in order to recommend external awards Abu Dhabi Police could participate in to add value in terms of reputation and performance.
 - Coordination and correspondence with External (local – regional – international) awards bodies during the document submission phase and after submission/winning phase for awards reception preparations (e.g. registration, flights, awards reception programs, etc).
 - Communicating and coordinating between task teams
 - Official correspondence in both English and Arabic including Abu Dhabi Police Departments, government organizations, non-government/private sector and international organisations.
 - Translation of documents in my department and other departments related to quality and excellence.
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- Scheduling meetings, taking and distributing minutes
- Designing forms, templates, documents and presentations
- Data analysis and interpretation through visual mediums, as well as data entry

Key Achievements

- Received 3 medals from H.H the Minister of Interior, Sheikh Saif Bin Zayed Al Nahyan, for achievements and being a key member in the Submission Document Writing Team since its establishment. This team was responsible for writing the Abu Dhabi Police submission document for the Abu Dhabi Awards for Excellent Government Department. The submission document is written based on the EFQM model criteria. In 2009, Abu Dhabi Police's document won the Abu Dhabi Award for Excellent Government Department.
- In 2014, I was a key member in a taskforce assigned to prepare the Abu Dhabi Police G.H.Q for the Recognised for Excellence recognition scheme, a highly revered recognition presented by the European Foundation for Quality Management. My role involved writing of the submission document, translation, coordination with the EFQM as the first point of contact, coordinating with the assessment team (from the EFQM) and help design the site visit plan based on my knowledge of the EFQM Model and of Abu Dhabi Police, as well as organising and preparing Abu Dhabi Police for the site visit. Abu Dhabi Police G.H.Q attained the Recognised for Excellence recognition (5 stars) and is registered in the EFQM as such.
- Many appreciation letters for roles in different work teams (e.g., Appreciation letter from the Director General of Abu Dhabi Police G.H.Q for my role in the assessment team for the Ministry of Interior's Awards for Excellence).
- Participation in many award-winning documents, such as Abu Dhabi Police submission document for Abu Dhabi Awards for Excellent Performance / Excellent Department – Abu Dhabi Police won 1st place in the second cycle of the award 2008-2009.
- Methodologies: Key member in the internal team in charge of first writing all of the Abu Dhabi Police innovated documents "Methodologies" which were first created to address points of improvements from Abu Dhabi Excellence Awards related to "lack of approach" in certain areas. These documents are now essential to Abu Dhabi Police's work and process design. Roles start from template design and include holding meetings with concerned departments and writing together these documents providing an in-depth description of the framework under which all processes within each department fall (mechanisms, flow charts, responsibilities, goals, KPI's).

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Abu Dhabi Police GHQ
Security Affairs Administration
Crime Prevention Strategy Section

March 2000 – April 2007

SECURITY AFFAIRS ADMINISTRATION OFFICER

JOB RESPONSIBILITIES

- Preparing daily, monthly, and annual security reports based on statistical indications. This included the process of compiling and analyzing given criminal statistical data
- Implemented and maintained new systems, documents and spreadsheets to improve department workflow
- Managed writing of all reports including statistical figures and Microsoft Excel databases
- Responsible for the generation and distribution of all official meeting minutes
- Translation of documents from Arabic to English and English to Arabic
- Creation and distribution of official communication including memorandums to interior bodies and authorities under the jurisdiction of the Abu Dhabi Police G.H.Q.
- Document Control using a server-supported program developed by Abu Dhabi Police G.H.Q.
- General administrative support including, but not limited to: managing email communication; answering and directing telephone calls; meeting and greeting regional officials; diary management; event management; booking travel; managing general deadlines; liaising with all levels of management
- First point of call for resolving any queries or technical issues

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March 2000 – April 2007

Volunteer Roles

Sheikh Khalifa Excellence Award (SKEA) Assessor

I was suggested by my superiors in Abu Dhabi Police to the SKEA panel and then invited by the Award's committee to join the assessment process team. SKEA is a private sector Awards Program run by a panel assigned by H.H. Sheikh Khalifa bin Zayed Al Nahyan, president of the United Arab Emirates, to award private sector organisations inline with His Highness's aspiration for the EFQM model to be implemented in both government and private sectors.

The Assessment process includes assessment and initial scoring of the participation document submitted by an organisation. This is followed by sight visit assessment, conducting interviews and gathering evidence. Finally, a score is reached by consensus between assessment team members and is discussed with then endorsed by the Award's Jury.

Qualification

Al Ba'ath University of Homs, Syria

Bachelor of Translation (English – Arabic)

- 2020 EFQM Certified Assessor Transformation Training
 - 2013 EFQM Certified Assessor Upgrade 2013 – Diploma
 - 2012 GRI Certified Training - GRI Sustainability Reporting Process
 - 2011 EFQM Certified Assessor (2010 model) – Diploma
 - 2011 EFQM Certified Leaders for Excellence (2010 model) – Diploma
 - 2011 Addressing Points for Improvements in Abu Dhabi Police General Headquarters
 - 2011 Linkage of Strategy and EFQM Model
 - 2011 Preparing the Organisation for the EFQM Assessors Site Visits
 - 2011 Preparation and Revision of Submission Documents to EFQM Awards
 - 2011 Quality Management Auditing
 - 2011 Quality Management in International Businesses
 - 2011 Quality Management Application
 - 2011 The Process of Submission Documents Assessment to EFQM Awards
 - 2011 Assessment of Submission Documents for Excellent Teams
 - 2011 The Principles and Basics of Assessing Individuals, Teams and Projects inline with the EFQM Model
 - 2010 Addressing Points for Improvements in Abu Dhabi Police General Headquarters – Leadership (Criterion 1)
 - 2010 Addressing Points for Improvements in Abu Dhabi Police General Headquarters – Strategy and Policy (Criterion 2)
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- 2010 Addressing Points for Improvements in Abu Dhabi Police General Headquarters – People (Criterion 3)
- 2010 Addressing Points for Improvements in Abu Dhabi Police General Headquarters – Resources and Partnerships (Criterion 4)
- 2010 Addressing Points for Improvements in Abu Dhabi Police General Headquarters – Processes (Criterion 5)
- 2010 Addressing Points for Improvements in Abu Dhabi Police General Headquarters – Customer Results (Criterion 6)
- 2010 Addressing Points for Improvements in Abu Dhabi Police General Headquarters – People Results (Criterion 7)
- 2010 Addressing Points for Improvements in Abu Dhabi Police General Headquarters – Society Results (Criterion 8)
- 2010 Addressing Points for Improvements in Abu Dhabi Police General Headquarters – Key Performance Results (Criterion 9)
- 2010 Preparing the Abu Dhabi Police Submission Document for Abu Dhabi Award for Excellent Performance / Excellent Government Department Category
- 2010 Strategic Planning and the Balanced Score Card (BSC)

- 2009 Approaches, Methodologies and Process KPI's

- 2009 Collection and Compilation of Data for the Purpose of Writing the Submission Document for Abu Dhabi Police – Abu Dhabi Awards for Excellent Performance / Best Government Department Category
- 2009 Setting KPI's on organisational levels in compliance with the EFQM model.

- 2008 Approaches, Methodologies, Mechanisms and Key Projects

- 2008 Certified EFQM Assessment Course

- 2007 The Best Practice Conference / Dubai Program for Excellent Government Performance

- 2006 Security Predictions for Crime Prevention

- 2006 Counter Terrorism and Fighting Organised Crime and Money Laundering (Orientation)

- 2006 Security Planning for Crime Prevention

- 2006 Statistical Data Compiling and Analysis for Decision Making

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2006 Security Field Personnel Conduct and Skills

2005 Analysis of Statistical Data Using SPSS