7 QUALITY CONTROL TOOLS

Key focus

1. Use effective problem-solving tools for quality and productivity improvement.
2. Understand simple statistic and common sense techniques.
3. Use 7 QC tools to identify problem cause, analyze data, do evaluation and rectify problems.
4. Learn the Plan-Do-Check-Action (PDCA) 12 steps in project improvements.

Who will benefit

Production, operation, quality and support department executives and supervisors who are involved in quality and productivity improvement projects execution and implementation.
Day one

1. **Introduction to Quality Control Circle (QCC)**
   - The QCC concept, objective and benefits
   - QCC team structure
   - 7 QC tools

   **Morning tea break**

2. **Data Collection / Check Sheet**
   - What kinds of data are collected?
   - Common mistakes made in data collection
   - Recording, checklist and location check sheets

   **Lunch**

3. **Pareto Diagram**
   - Pareto principle
   - Why is a Pareto diagram used
   - When and how to use Pareto diagram

   **Afternoon tea break**

4. **Cause and Effect Diagram**
   - Brainstorming
   - Importance of a cause and effect diagram
   - When and how to use cause and effect diagram
   - Critical factors to consider

   **Note:**
   - Session times: 0900-1030, 1030-1045, 1045-1300, 1300-1400, 1400-1530, 1530-1545, 1545-1700
Day two

5. **Histogram**
   - How to draw a Histogram
   - What information we can get from histogram

*Morning tea break*

6. **Scatter Diagram**
   - What is a scatter diagram
   - Relationship of data
   - When and how to use scatter diagram

7. **Control Charts**
   - What and type of control charts
   - When and how to use control charts

*Lunch*

   - Real-time monitoring system
   - Corrective and preventive action Matrix

*Afternoon tea break*

8. **Stratification**
   - Stratification principle
   - When and how to use stratification

9. **Application of QC Tools and Interpretation of Results**
   - Improving customer relations