Introduction

One of the standard clauses in latest ISO 9001: 2008 Edition Quality Management System standard is “Continual Improvement”. Arising from this, organizations are required to demonstrate continual improvement activities are conducted consistently in a proper and systematic manner. 7 QC Tools and PDCA is one of the common approach that being employed by many organizations in realizing this requirements. Furthermore in today competitive market place, management has to empower employees to be more proactive in dealing with quality and process issues for continual improvement. Therefore, they should be trained to master 7QC tools that can be applied for process and quality improvement in a cost competitive environment. Through this application and implementation, organization able to achieves quality and productivity improvement in various section and division which finally bring benefits and values to both the organization and their employees.

The 7 QC Tools are focused more on quantitative methodology for problem solving where else 7 New QC Tools are more towards qualitative approach. How often have we corrected a problem and yet the problem keeps happening again? If your answer is YES, then you need a proven method to problem solving. You need NEW QC TOOLS. New QC Tools has 7 scientifically proven methods to help you analyse, solve, evaluate and improve your results every time. They are so powerful such that you can practically improve, prevent and correct thorough and difficult issues and problems.

OBJECTIVE

Upon return to workplace, participants will be able to :

- Use effective problem-solving tools for quality and productivity improvement;
- Understand simple statistic and common sense techniques;
- Able to use 7 QC Tools to identify problem causes, analyse data, do evaluation and rectify problem.
- Learn the Plan-Do-Check-Action (PDCA) 12 steps in problem and project improvements
- Easy step-by-steps practical analysis and evaluation of all issues/problems using 7 New QC Tools;
- Enhances team cooperation and action through 7 New QC Tools application;
- Excellent for cross functional team intervention

WHO SHOULD ATTEND

Production, Operation, Quality and Supporting Department executives and supervisors who are involved in quality and productivity improvement projects execution and implementation

COURSE CONTENT

Introduction to Plan-Do-Check-Action (PDCA) Methodology
- Why improvements?
- Introduction to PDCA Deming Improvement Cycle
- Brief overview of various 7 QC Tools
- Differences between 7 QC Tools and 7 MP Tools

Data Collection / Checksheets
- Data collection introduction
- Why are data collected?
- What kinds of data are collected?
- Common mistakes and errors made in data collection
- Recording Checksheets, Checklist
  - Checksheets and Location Checksheets

Pareto Diagram
- Pareto principle, Prioritization using 80/20 rules
- Why are Pareto Diagrams used?
- When and How to use Pareto Diagrams?
- Video Showing

Cause and Effect Diagram
- Brainstorming techniques
- Importance of Cause and Effect Diagram
- When and How to use Cause and Effect Diagram?
- How to develop and prepare Cause and effect Diagram
- Critical Factors to consider

Histogram
- How to draw Histogram?
- What information we can get / extract from Histogram?
- Data characteristics - Central tendency, Dispersion and Spreadness and Shape / Pattern analysis
- Video Showing
Scatter Diagram
- What is Scatter Diagram?
- Relationship of data
- When and How to use Scatter Diagram?
- Mutual correlation analysis using Simple Linear Regression and Coefficient Correlation
- Video Showing

Charting / Graphs / Control Charts
- Common Graph and Charting
- Trend and pattern analysis
- Flow Charting

Stratification
- What is Stratification?
- Stratification principle
- When and How to use Stratification?

12 Steps in PDCA Cycle (Video Showing)

Introduction to 7 New QC Tools and Description
- Why improvements?
- Introduction to PDCA Deming Improvement Cycle

How do 7 New QC Tools Works Together in Actual Workplace Application

TRAINER PROFILE:
MR KUANG KOK HO

Mr. Kuang Kok Hoo graduated from the University of Science Malaysia. He majors in Applied Statistics and Operational Research and Minors in Management. He is a Senior Member of the American Society for Quality (ASQ) and ASQ Certified Quality Engineer (CQE) and Manager of Quality/Organizational Excellence (CMQ/OE). He is also the Lead Auditor from International Register of Certified Auditor (IRCA), United Kingdom specializing in ISO9000 QMS, ISO 14001 EMS, ISO22000 Food Industry QMS, ISO/TS16949 Automotive QMS, and Six Sigma Champion / Leader. He has been exposed to various kind of trainings such as ISO 9000/ ISO22000/ ISO/TS16949 Quality Management System, ISO14001 Environmental Management System, Train the Trainer, Competency Based Training (CBT) from DETAFE, Adelaide Australia and Statistical Quality Control Courses such as Statistical Process Control (SPC), Advance SPC, 6 Sigma Program, Failure Mode Effects Analysis (FMEA), Acceptance Sampling Plans, Gage Repeatability & Reproducibility (GR&R), Design of Experiment (DOE), Product Reliability & Liability, 7 QC Tools, 7 Advance Quality Management & Planning Tools, 5S Housekeeping, Quality Control Circles (QCC), Productivity & Quality Improvement and etc...With more than 15 over years of working experience directly in the Quality discipline, he has served QC/QA, TQM, Quality System and Training position in the electronic components, semiconductors, computer peripherals and automotive manufacturing industries. Besides that, he also invited to conduct training for various manufacturing industries like steel and metal, motor and motorcycle, foods, furniture, oil processing and rubber & plastic products, semiconductor & electronics components, pharmaceutical, computer peripherals and telecommunication.

ADMINISTRATIVE DETAILS

Date: 19-20 Apr 2017 (Wed-Thu)  
Time: 9.00am – 5.00pm

Venue: FMM Institute, Kedah  
Fees: RM 1007.00 (Member)  
RM 1113.00 (Non member)

(All fees are inclusive of course materials, lunch, cert and refreshments.)  
(**The fees inclusive of 6% GST)

Attendance is by prior registration only. Registration form must be completed and returned to FMM Institute by 12 Apr 2017 with correct payment by cheque made in favour of ‘FMM INSTITUTE’ and crossed “Account Payee Only”. Payment by cash is acceptable during the day of registration. Registration is on first-come-first-served basis.

ENQUIRIES & REGISTRATION
Contact: Meeza / Zai  
FMM Institute Kedah/Perlis Branch,  
No.2, Lorong BLM 1/4, Bandar Laguna Merbok  
08000 Sungai Petani, Kedah  
Tel: 04-4403628 / 4403273  
Fax: 04-4426876  
E-mail: meeza@fmm.org.my / rozainiza@fmm.org.my

REGISTRATION FORM

To: FMM Institute (Attn: Meeza / Zai) Fax: 04-4426876

Please register the following participants:

1. Name & Designation : ____________________________________________________________
2. Name & Designation : ____________________________________________________________
3. Name & Designation : ____________________________________________________________

(Please attach separate list if space is insufficient)

Submitted by : __________________________________ Designation : __________________________
Company : __________________________________ Membership No.: __________________________
Tel : __________________ Fax : __________ Email : __________________
Address : __________________________________________________________

CANCELLATION & REFUND
- No refund for cancellation within 2 days prior to the programme
- 50% refund for cancellation between 3-6 days
- Full refund for cancellation 7 days prior to the programme
- Registered participants who do not turn up will be charged accordingly
- No additional cost for replacement
- Cancellation must be made in writing