7 QC Tools And Quality Control Circle (QCC)

Course Content

INTRODUCTION
• What is QCC? History of QCC.
• Why we need QCC? What are the benefits?
• QCC formation in workplace
• Role of Management in motivating QCC activity
• Understanding Cost of Poor Quality(CoPQ) as per ISO/ TS16949:2009
• PDCA: Steps in Problem Solving and Quality Improvement Program

CHECKSHEET
• Types of Data to be collected
  - Do/Don’ts
  - The use of Tally Sheet and Concentration Diagram
• Practical Case Study

FLOW CHART
• The concept and application
• Flow chart as Process Mapping tool
  - Problem areas and improvement opportunities
  - Promote process understanding
• Practical Case Study

PARETO CHART
• The 80/20 rule
• The purpose and it’s application
• Practical Case Study

FISH-BONE CHART A.K.A
• CAUSE AND EFFECT DIAGRAM
• The importance of using
  CE diagram in identifying possible cause
• Critical factors to be considered
• It’s application as defect mapping tool using 5Why’s

HISTOGRAM
• The concept and application to study
  - Process average/Spread
  - Process performance/capability
• Practical Case Study

DATA STRATIFICATION
• The concept and application
• The need for Data Stratification in identifying the root causes
• Practical Case Study

SCATTER DIAGRAM
• The concept and application
• The Correlation between 2 variables (X-Y)
• Practical Case Study

CONTROL CHART
• The concept and application
• Variation in process
  - Type of variations in process
  - Common & Specific Causes
• Constructing Control Charts and Interpretations
• Practical Case Study

QCC IMPLEMENTATION
• Why QCC fails?
• Effective QCC implementation

trainer

Mr Branchis Simon who holds a Bachelor of Science degree in Solid State Physics from University of Malaya and post graduate degree in Master in Business Administration from the University Utara Malaysia has more than 20 years of experience in the field of Quality and Operation Management. He is certified ISO auditor certified by IRCA, UK. He specializes in Quality Management System and Problem Solving and Techniques in Manufacturing Practices and Business Management.

Mr Branchis has vast experience in project transfers and exposure in cross cultural manufacturing environment from Europe and United States to Malaysia and China on Printed Circuit Board, Handset and Network Cards Assembly. He has been actively involved in the implementation of various process improvement methodologies in wide range of industries. He has served clients in sectors such as automotive, semiconductor, assemblies, metal, rubber, plastic, wood, paper, chemical, autofood, logistic and educational Institution.

With more than 20 years of experience in the manufacturing industry, Mr Branchis has developed and trained many supervisors/line leaders, technicians, engineers and managers in Statistical Process Control (SPC), POKA-YOKE, Process Capability, FMEA, Kepon-Tregoe, Critical Problem Solving and Decision Making, Measurement System Analysis(MSA)/ Gauge, Mind Tools, Quality Control Circle(QCC)/ Small Group Activity implementation,Problem Solving Tools/methods application in Quality Engineering, Quality Mindset for QC/QA Personal, Effective QC/QA operation, Six Sigma DMAIC process, Eight Discipline Problem solving(8D), Kaizen, Lean Effective Problem Solving using 8D and 7QC tools, Why-Why Analysis, QCC with 7 QC tools and Customer Focus Program.

Registration Form

Dear Sir / Madam

Please register the following participant(s) for the above programme:

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For additional participants, please attach a separate list if space is insufficient.

Submitted by:

[Name]

[Designation]

[Company]

[Tel] [Fax] [Email]

FMM Membership No: [MyCoID]

Enclosed cheque / bank draft No. ____________________________ for RM __________________________ being payment for ________________ participant(s) made in favour of the ‘FMM INSTITUTE’.

Administrative Details

Closing date: November 6, 2013

Medium of Instruction: English

CPD: 14 hours

Course Fee ( Fees include Course Materials, Refreshment, Lunch and Certificate of Attendance)

FMM Members: RM 500.00 per pax

Others: RM 600.00 per pax

Registration:

• Upon Faxing / Mailing the completed Registration Form to FMM Institute, Perak, you are deemed to have read and accepted the terms and conditions. The course would also be deemed as confirmed unless informed otherwise.

• Will be based on First-Come-First-Served basis.

Payment:

• Cheques made in favour of FMM INSTITUTE should be forwarded to FMM Institute Perak.

• For SBL Scheme, an Attendance of 100% is a MUST, in any case, employers will be billed in full.

Cancellation:

Must be in Writing with Reason.

• 7 days before the course — No Payment Charged

• 3-6 days before the course — 50% Payment Charged

• < 3 days before the course — Full Payment Charged

• Participants who did not turn-up will be charged full payment.

• Replacements can be accepted at no additional cost.

Disclaimer:

The FMM Institute reserves the right to change the facilitator, date and to vary / cancel the course should unavoidable circumstances arise. All efforts will be taken to inform participants of the changes.

Mr Branchis Simon

[Signature]