December 11 & 12, 2013
Wednesday &
Thursday
8:45 am - 5:00 pm
@ FMM Institute, Perak


dear sir / madam

practical tools and techniques for continuous quality improvement

understanding quality and quality improvement
- Relating to a multitude of definitions on Quality
- The 8 Management Principles
- Quality Assurance and Quality Control
- Defining improvement

fundamentals of quantifiable data part 1
- Problem definition
- Importance of identification and traceability
- Immediate and containment action

fundamentals of quantifiable data part 2
- Root cause analysis
- Correcting problems
- Preventing problems

process improvement
- Statistical tools
- Common industrial objectives
- Preventive tools
- Process capability in continuous improvement

continuous improvement with common practices
- Lean Waste
- TPM OEE
- Small group activities

case studies on quality improvement
- Scenario dissection
- Formulating plans
- Presentations

who should attend
For participants who need better in-depth understanding on a process approach towards continuous improvement in the encompassing realm of quality. The contents of this course is specifically engineered towards the needs of hands-on personnel, regardless of position, in quality information processing, decision-making and maintenance.

the visible factory factor
- Western and Japanese dissimilarities
- Process and product indicators
- Poka-yoke concepts and the human decision-making aspect
- The Hare vs Tortoise Syndrome

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.

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 closed.
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