Root Cause Analysis For Quality Problems

Building analytical competencies and abilities to conduct a thorough investigation of problem will lead to a deeper understanding of potential root cause(s) and how to effectively preventing it. This course will help and guide participants understand the nature of quality problems, and how to go about to solve it in a systematic manner using the correct analytical tools at each stage of problem solving process.

Course Content

INTRODUCTION
• Understanding Concept of Quality
• Various Quality Perspectives
• Defining Quality Problems
• Types of Quality Problem
• Step-by-Step RCA

PROBLEM RECOGNITION TOOLS
• Define Using 5W + 1H, SIPOC Analysis & Stratification
• Validate Using Hypothesis Testing
• Quantify Using Checksheet & Pareto Chart
• Check Variation Using Control Chart, Box Plot, Multi-Vari Chart
• Differentiating Symptoms from The Actual Cause(s)

• Causal Factors Correlation Using Scatter Diagram & Regression Analysis

POSSIBLE CAUSE(S)

IDENTIFICATION TOOLS
• Fishbone Analysis & Ask 5 Whys
• C-&-E Matrix
• Is/ Is Not Analysis
• FTA
• FMEA – Design & Process Evaluation & Validating The Probable Cause(S)
• Turn ON/OFF the Problem
• "Before & After" Comparison Study
• Implementation & Documentation Workshop

Registrar

Mr Neelamegam A/L Subramaniam holds a B. Sc. (Chemistry) from UM and a MBA from UUM. He is also a certified Lean Six Sigma facilitator and trainer from Rogen (Singapore) and Six Sigma Green Belt Certification from Celestica. He has more than 20 years of working experience with hands-on capabilities and skill-sets in the area of Quality Management, Manufacturing Engineering and Operations Management. He has served as a QA Engineer with Globetronics, Product QA Engineer with Solecotron Technology, Senior Process Engineer with Escatec Electronics, Customer Quality Manager and Operational Excellence Manager with Celestica and Functional Excellence General Manager with TSH Resources.

Mr Neelamegam has been conducting Training Courses since 1999 in areas such as SPC, 7 QC Tools, Poka Yoke, Measurement System Analysis, FMEA, QFD, Cost of Quality and DOE. He has conducted training for companies such as Phoenix Press, Escatec Electronics, Shanshin, Kong Guan, COB Technology, Chiyoda Malaysia, City Reserves, Precico Engineering, Latexx, Lumileds and etc. In addition, he has published papers on 6 Sigma and Lean Manufacturing.

ADMINISTRATIVE DETAILS

Closing date: August 10, 2015
Medium of Instruction: English
CPD: 14 hours

COURSE FEE (Fees inclusive of GST, Course Materials, Refreshment, Lunch and Certificate of Attendance)
FMM Members RM 530.00 per pax
Others RM 636.00 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.
• Will be charged in full. 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.
• FMM Institute GST Registration No. 001764515840

Cancellation:
Must be in Writing with Reasons.
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.

Participants:

Name Designation I.C. No.
1. 
2. 
3. 
4. 
(Please attach a separate list if space is insufficient.)

Submitted by:

Name: 
Designation: 
Company: Tel. Fax. Email: 
Address: 
FMM Membership No: Company GST Registration No: MyCoID: 

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