INTRODUCTION

One of the standard clause 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 7 QC 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.

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

COURSE CONTENT

DAY 1

- 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

DAY 2

- HISTOGRAM
  How to draw Histogram?
  What information we can get / extract from Histogram?
  Data characteristics - Central tendency, Dispersion and Spreadness and Shape / Pattern analysis
  Exercise – Using scientific calculator, MS Excel and Minitab Software

- SCATTER DIAGRAM
  What is Scatter Diagram?

Video – Data Collection / Checksheets

- PARETO DIAGRAM
  Pareto principle, Prioritization using 80/20 rules
  Why are Pareto Diagrams used?
  When and How to use Pareto Diagrams?
  Video – Pareto Chart

- 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

- CHARTING / GRAPHS / CONTROL CHARTS
  Relationship of data
  When and How to use Scatter Diagram?
  Mutual correlation analysis using Simple Linear Regression and Coefficient Correlation
  Exercise - Using scientific calculator, MS Excel and Minitab Software
  Video – Scatter Diagram

In – House Available SBL Scheme
7 QUALITY CONTROL TOOLS
FMM Institute, Sg Petani 13-14 Feb 2017 9.00am – 5.00pm

Flow Charting
Exercise - Using MS Excel and Minitab Software

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

Exercise
- 12 STEPS IN PDCA CYCLE
  PDCA Deming Improvement Cycle concept
  Video showing – PDCA Cycle to illustrate a project start until completion

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

TRAINER PROFILE:
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 Certificated 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, SS 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 component, pharmaceutical, computer peripherals and telecommunication.


Administrative Details

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<tr>
<td>Time</td>
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<tr>
<td>Venue</td>
<td>FMM Institute, Kedah</td>
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(All fees are inclusive of GST, course materials, lunch, cert and refreshments.)

Attendance is by prior registration only. Registration form must be completed and returned to FMM Institute by 6 Feb 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