Teknik Kawalan Kualiti

Quality Control (QC) intended to ensure manufactured products or performed service, adheres to determined procedures or meets and satisfy the requirements of customer or client. QC focuses on the process of producing the product or service with the intent of eliminating problems that might result in defects. In many cases, companies suffer big losses as a results of poor quality. Well established QC system, well trained and highly skilled personnel would be able to prevent companies suffering big losses. It must be noted that quality is not only owns by QC personnel but it’s every employees responsibility. This training course provides knowledge requires to meet QC system which could address this issue.

**Course Content**

**MEMAHAMI LATAR BELAKANG KUALITI**
- Definisi kualiti
- Dimensi kualiti
- Penganalisaan Kualiti dan kepentingannya
- Kualiti guru serta ajaran
- Prinsip-prinsip pengurusan kualiti
- Kawalan Kualiti (QC) dan Jaminan Kualiti (QA)

**PENGEMBANGAN ASAS DALAM PROSES KAWALAN KUALITI**
- Komunikasi yang berkesan
- Pemikiran logikal, kreatif dan analitik
- Pemahaman mendalam tentang produk pengeluaran
- Pemikiran dari segi pelanggan
- Kemahiran teknikal
- Pemanduan kearah keputusan

**TEKNIK KAWALAN KUALITI**
- Kawalan Statistik
  - Konsep
  - Kawalan proses menggunakan peralatan statistik
  - Pelan penerimaan
  - Objektif penerimaan
  - Pelan persampelan
  - Pemilihan persampelan
  - Jadual persampelan - AQL, LTPD
  - Konsep persampelan

- Penggunaan Peralatan Kualiti
  - Carta-carta kawalan
  - Pengumpulan data - Kertas Semak
  - Analisis data – Histogram, Carta Pareto

- Penganalisaan punca kegagalan – Pemetaan proses, Why-Why, Rajah Sebab-akibat
- Peralatan pencegahan - Poka Yoke, FMEA, 5S
- Metodologi penyelesaian masalah – 8D, PDCA

**PENGESANAN DAN PENCEGAHAN**
- Mencegah campuran – Kod Warna, Pengkodan
- Mengesahkan kecacatan – pemeriksaan, peralatan pencegahan, kawanal sistem
- Aplikasi penggunaan pelan penerimaan
- Dokumentasi – spesifikasi, cara kerja
- Tindakan dan Mencegah kecacatan
- Tindakan keatas pengeluaran, penganalisaan punca kekanganal kualiti

**KEJAYAAN KAWALAN KUALITI**
- Peningkatan kualiti produk, proses
- Menghapuskos kesesakan (eliminate bottleoneck)
- Meningkatkan pengurusan visual
- Mengurangkan ‘fluctuation’
- Meningkatkan pengetahuan
- Mengurangkan kos
- Meningkatkan keberkesanan

**AKTIVITI UNTUK MEMAHAMI**

**PENGUNGAAN ANALISA PUNCA KAWALAN KUALITI**
- Perbincangkan masalah sebenar dihadiapi ditempat kerja
- Kes pembelajaran

**Trainee**
Ms Thilagavathy Palaniappan holds Master’s Degree in Business Administration, a Bachelor Degree in Mechatronics Engineering, a Diploma in Mechatronics Engineering and a Certificate in Personal Psychology and Brain Learning Techniques. She is an experienced Trainer in the fields of Quality, Auditing, Talent Development and Communication, especially in presentation and brain learning techniques. She is particularly skilled and knowledgeable in handling quality management, developing leaders and has wide knowledge in Quality Control and Quality Assurance fields.

Ms Thila has a total of 15 years of working experience in semiconductor and telecommunications industries and has worked as a R&AQA Engineer and Sr. Quality Engineer. She has been a Trainer since 2007 and has conducted Training in the areas of QC Tools, Quality Suppliers QA Management, QC Inspectors, 8D, Why-Why Analysis, Failure Prevention, People Management and Supervisory Skills. Currently she is a Trainer with FMM Institute and a certified trainer registered with PSMB.

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**REGISTRATION FORM**

Dear Sir / Madam
Please register the following participant(s) for the above programme:

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(Please attach a separate list if space is insufficient.)

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

**ADMINISTRATIVE DETAILS**

Closing date: July 12, 2017
Medium of Instruction: Bahasa Malaysia
CPD: 14 hours
**COURSE FEE** (Fees inclusive of GST, Course Materials, Refreshment, Lunch and Certificate of Attendance)

- FMM Members RM 583.00 per pax
- Others RM 689.00 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.
- 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 charge the facilitator, date and to vary / cancel the course should unavoidable circumstances arise. All efforts will be taken to inform participants of the changes.