



INSPEKTOR QC / QA YANG BERKESAN

August 15 & 16, 2022 (Monday & Tuesday)

8.45 am – 5.00 pm Remote Online Learning via Zoom



Quality control and quality assurance are critical processes in the manufacturing industry as well as the service industry. Quality control function and quality assurance play a key role in ensuring customers receive products that are flawless. To achieve this function; it is very important for every organization to have trained and highly skilled QA / QC team who are not only able to detect defects, but are able to avoid defects by identifying the cause of defects earlier in the overall process.

.... COURSE CONTENTS....

TUGAS DAN TANGGUNGJAWAB BAGI INSPEKTOR QA/QC

- Bidang tanggungjawab: Inspektor QA dan Inspektor QC
- Bidang kerja yang termaktub
- Bidang kerja yang tidak termaktub

PEMERIKSAAN KUALITI: PEMERIKSAAN EFISEN VS PEMERIKSAAN EFEKTIF

- Hasil pemeriksaan efisien
- Hasil pemeriksaan efektif
- Pengharmonian pemeriksaan efisien dan pemeriksaan efektif

PELAN KAWALAN (CONTROL PLAN)

- Tujuan pelan kawalan
- Pembinaan pelan kawalan
- Memahami pelan kawalan
- Menggunakan pelan kawalan bagi pemeriksaan efektif

DOKUMEN SOKONGAN

- Pelan Pencegahan Bagi Kerja Membaikpulih
- Pelan Penyukatan
- Pelan Tindakan
- Kawalan yang dikemaskini

- Pelan latihan
- Pelan pengubinaan proses

MENGENALPASTI 'KPIVS' DAN 'KPOVS'

- Mengenalpasti proses yang dalam perhatian
- Mengenalpasti 'KPIV' bagi proses yang dalam perhatian
 - Menganalisa teknik kawalan 'KPIV'
- Mengenalpasti 'KPOV' bagi proses dalam perhatian
 - Menganalisa teknik kawalan 'KPOV'

ISU KUALITI BAHAN MENTAH

- Menyukat kualiti bahan mentah
- Analisa perbezaan (jika ujud) [perbezaan antara 'standard' dan keadaan sebenar]
- Tindakan inspektor

ISU KUALITI PRODUK KELUARAN

- Menyukat kualiti produk keluaran
- Analisa perbezaan (jika ujud) [perbezaan antara 'standard' dan keadaan sebenar]
- Tindakan inspektor

ISU KUALITI DALAM PROSES

- Menyukat kualiti dalam proses
- Analisa perbezaan (jika ujud) [perbezaan antara 'standard' dan keadaan sebenar]
- Tindakan inspektor

MEMILIH 'TOOL' PEMERIKSAAN KUALITI YANG BETUL

- Analisa 'Capability'
- Carta kawalan
- Menterjemah signal dari carta kawalan
- Tindakan inspektor

MENGANALISA KEBERKESANAN PEMERIKSAAN KUALITI

- Odit dalaman inspektor kualiti
- Odit luaran bagi kerja-kerja pemeriksaan odit dalaman

PERBINCANGAN

- Pandangan 'Macro' kerja-kerja pemeriksaan kualiti
- Menyelesaikan isu 'Micro'
- Membaiki kawalan kualiti

.... PREREQUISITES....

Participants are recommended to have good understanding of current quality control system in their organizations.

.... WHO SHOULD ATTEND....

Engineers, supervisors and technicians from the QA, QC and Manufacturing divisions. It is also suitable for proactive employees who are constantly striving to find good ways to improve quality inspections.

.... TRAINER....

ENCIK AZMAN BIN HUSSAIN received his Bachelor of Science in Electrical Engineering from the University of South Alabama, USA. He had his Six Sigma Black Belt from Sony Corporation, Japan; and his Green Belt from Air Academy, USA. He is now a certified Lean Sigma trainer for Rolls Royce – a giant company that produces aero-plane and marine engines. He also works with General Physics – training and consulting company based in the United States on project basis; where he serves Rolls Royce.

ENCIK AZMAN, a certified trainer register with PSMB, has solid manufacturing experience with Sony and Hicom Diecastings. He had held many challenging posts in manufacturing environment ranging from a Manager of an innovation unit, the Head of a subcon technical improvement team, the Head of Engineering Dept, and Chief Operation Officer. His prowess in innovative problem-solving has saved millions of dollars for his organization every year and made him one of the talented engineer in the organization. Some of Azman's work had been used in Sony Six Sigma training manual used through-out the world. His biggest contribution perhaps was his innovation in PCB pattern design, soldering process, and mounting process. These innovations were responsible for the million dollars saving and had left unchallenged for many years. He had won numerous awards during his service with Sony. Being a training consultant as well as a Lean Sigma practitioner, En Azman has developed training courses on Green Belt, DOE, SPC, MSA, FMEA, and Structured 5S to name a few. He has been teaching and coaching these topics since 2003 in public as well as in house.

.... TRAINING METHODOLOGY....

Slides show, Video aid, Simulation, Quizzes, Group Discussion

.... OBJECTIVES.... To train QA and QC staffs to perform quality function effectively and efficiently.

.... COURSE DETAILS....

Date **August 15 & 16, 2022 (Monday & Tuesday)**
Time **8.45am - 5.00pm**
Platform **Remote Online Learning via Zoom**
Medium of Instruction **Bahasa Malaysia**
CPD: **14 hours**
Fees **Members RM689.00/pax** **Non-Members RM848.00/pax**
(Fees inclusive of Service Tax at 6%, Downloadable Course Materials and Certificate of Attendance)

.... LEARNING OUTCOMES At the end of the training participants shall be able to: -

- Understand the difference between an effective QA / QC inspector and an efficient QA / QC inspector
- Be able to write their own duties and responsibilities for effective quality control
- Understand how to read the 'control plan' and its supporting documents
- Understand how to use 'tools' that can aid effective quality inspection
- Add value to the 'control plan' by emphasizing that 'KPOV' and 'KPIV' are in control.

- ❖ *Download and install ZOOM app on your laptop/desktop before the programme*
- ❖ *Good Internet / Wi-Fi connectivity*
- ❖ *Access Links will be provided upon confirmation of the programme*

.... ADMINISTRATIVE DETAILS....

HRD CORP CLAIMABLE COURSE DETAILS

- Training Provider: **FMM Institute Perak**
- MyCoID : **475427W_PERAK**
- HRD Corp Programme No: **Provided upon confirmation**

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.

REGISTRATION

- Upon **Faxing/Mailing** the completed **Registration Form** to FMM Institute, 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 SST Registration No. **W10-1901-32000105**

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

~ Registration Form ~

INSPEKTOR QC / QA YANG BERKESAN

FMM Institute
No 1, Lorong Raja DiHilir, 30350 Ipoh, Perak

Fax: 05-5488221

Closing Date:
AUGUST 8, 2022

Dear Sir / Madam, please register the following participant(s) for the above programme.

1.	Name	Designation
	NRIC	HP No
2.	Name	Designation
	NRIC	HP No
3.	Name	Designation
	NRIC	HP No

(Please attach a separate list if space is insufficient)

We hereby confirmed that (Please tick (✓) in appropriate box):-

- We **will be claiming under SBL-Khas Scheme** and full payment would made to FMM Institute in the event that no disbursement from HRDF under any circumstances
- We will **NOT BE CLAIMING under SBL-Khas Scheme**. Enclosed cheque/bank draft No _____ for RM _____ being payment for ___ participant(s) made in favour of the "FMM Institute".

Submitted by:

Name:	Designation:	
Company:	Tel:	Fax:
Address:		
Email:	FMM Membership No	

Enquiries – please contact Ms Nicole / Ms Divya / Pn Eda / Ms Harvindar ☎ (05) 548 8660 📠 (05) 548 8221 ✉ fmmperak@fmm.org.my