



7 ALAT QC DAN PERLAKSANAAN QCC

October 19 & 20, 2022 (Wednesday & Thursday) 8.45 am – 5.00 pm

Remote Online Learning via Zoom

Problem solving is an essential part of work. There are many problem solving approaches that differ from one and the other. However, when viewed from the top these approaches share one common methodology – that is to have a clear understanding about the issue, find and confirm the root cause, optimize the solutions, and standardize the action for prevention purpose. This training specifically explains the use of 7 QC tools in QCC exercise.

The successful use of 7-QC tools is often demonstrated by many organizations through active participation of employees in Kaizen Circle activities or Quality Circle activities at the workplace. In Malaysia, employees participate in Quality Control Conventions (QCC) that are held annually at state and national levels to demonstrate how they manage their work environment and processes through the use of Quality improvement tools. Employees realize that these tools are the building blocks toward achieving a Total Quality Management that is effective in implementation, bringing benefit to the company and also a positive impact on how people work together. Putting 7QC and QCC together one should imagine QCC as the vehicle, and that 7QC are the components that make the car moves.

.. COURSE CONTENTS..

INTRODUCING '7 QC TOOLS'

- ⊙ Various Problem Solving Tools
- ⊙ Similarities in all problem solving approaches
- ⊙ The seven tools
- ⊙ Check sheet
- ⊙ Pareto Chart
- ⊙ Cause and Effect Diagram
- ⊙ Histogram
- ⊙ Scatter Diagram
- ⊙ Stratification

CASE STUDY 1 (GUIDED):

APPLICATION OF '7 QC TOOLS'

- ⊙ 'Check Sheet' (or 'Tally sheet')
 - Data collection plan development
 - Data collection tool selection
- ⊙ 'Pareto Chart'
 - Bar chart sorted by frequency of occurrences
 - Prioritizing level 1
 - Reaching operational level
- ⊙ 'Cause and Effect Diagram/Fishbone/ Ishikawa Diagram'

- Framework for brainstorming process
- Determining the 'Action to be Done'
- Categorizing technique
- Brainstorming of all possible factors (in causing the 'Effect')
- ⊙ Filtering technique (to find most likely causes)
- ⊙ 'Histogram'
 - Data distribution of process data
 - Assessing process health condition
- ⊙ 'Scatter Diagram & Stratification'
 - Types of data for correlation study
 - Correlation strength study of 2 components under investigation
 - Impact of 'Stratification & Spurious Correlation'
- ⊙ 'Control Chart'
 - Function of control charts (for critical processes)
 - Types of control charts

- Determining the abnormalities by control chart approach

CASE STUDY 2 (GROUP EXERCISE) APPLICATION OF '7QC TOOLS'

- ⊙ Embracing problems as opportunities – understand the case
- ⊙ Writing the problem statement
- ⊙ Checklist / Tally chart application
- ⊙ Pareto chart application
- ⊙ Cause & Effect diagram application
- ⊙ Histogram application
- ⊙ Scatter diagram and Stratification application
- ⊙ Control chart application

QCC & 7QC TOOLS

- ⊙ What is QCC?
- ⊙ Goal of QCC in an organization
- ⊙ Fitting 7QC tools in QCC initiatives
- ⊙ Going beyond QCC and 7QC tools

.. TRAINING METHODOLOGY..

Slides & Video show, Examples, group exercises, Simulation of case studies, Quizzes, Discussions

.. OBJECTIVES..

- To train participants to achieve the followings:
- Understanding about 7QC tools goal
 - Ability to implement 7QC tools at work
 - Use of 7QC tools in QCC initiative

.. LEARNING OUTCOMES..

- Upon completion of this training, participants will acquire some knowledge about the well-structured methodology in managing processes issues. The participants shall be able to:-
- Acquire knowledge on the 7 QC tools
 - Use the 7QC tools in various steps of problem solving
 - Use the 7 QC tools to facilitate data collection and analysis, to identify and prioritize improvement actions and to identify control methods
 - Fit 7QC tools in QCC framework

.. WHO SHOULD ATTEND..

Managers, engineers, officers, and technicians from various business sectors, process owners and staffs who are looking for the best way to transform their business strategies to effective operation.

.. 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.

.... COURSE DETAILS

Date **October 19 & 20, 2022 (Wednesday & Thursday)**
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)

- ❖ *Download and install ZOOM app on your laptop/desktop before the Webinar session*
- ❖ *Good Internet / Wi-Fi connectivity*
- ❖ *Username and Password will be provided upon confirmation of Webinar session*

.... 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**

Closing Date:
OCTOBER 12,
2022

~ Registration Form ~

7 ALAT QC DAN PERLAKSANAAN QCC

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

Fax: 05-5488221

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

	Name	Designation
1.	<input type="text"/>	<input type="text"/>
	NRIC	HP No
	<input type="text"/>	<input type="text"/>
		Email
	<input type="text"/>	<input type="text"/>
2.	<input type="text"/>	<input type="text"/>
	NRIC	HP No
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		Email
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3.	<input type="text"/>	<input type="text"/>
	NRIC	HP No
	<input type="text"/>	<input type="text"/>
		Email
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(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