INTRODUCTION

Quality and Quality Assurance Control are key values in manufacturing today, and the QA/QC group plays a key role in ensuring that the customer receives only quality product. To achieve this, it is imperative that companies have a well-trained and highly skilled group of QA/QC personnel who are not only able to detect problems but also prevents problems from occurring. In many industries, experienced operators are promoted to QA/QC Inspectors and Supervisors without sufficient skills training to help them be effective. To be conducted in Bahasa Malaysia, this training programme aims to address this issue.

CONTENTS

Apakah Kualiti?
Bagaimana Mencapai Kualiti?
- Mengesan atau mencegah
Definisi Konsep ‘Zero Defect’
- Cara mencapai ‘Zero Defect’
- Konsep pembekal-pelanggan
Peranan dan Tangungjawab
- Pengeluaran
- QA/QC
- Jabatan sokongan
Sifat-Sifat QA/QC Cemerlang
Mencegah Campuran
- Semua ada tempatnya …
- Kod warna
- Audit

SBL SCHEME
CLAIMABLE FROM PSMB
Mengesan dan Mencegah ‘Rejects’

- Konsep “buy off”
- Pengambilan sampel
- Pengeluaran di tengah spesifikasi
- Tindakan atas pengeluaran
- Tindakan atas proses (punca)

Pengumpulan Data

- Kegunaan checklist
- Cara membuat checksheet

Analisa Data

- Carta Pareto
- Garis Kumulatif

Jadual AQL

- Apakah Jadual AQL?
- Kegunaan Jadual AQL
- Konsep Rawak

Analisa Berlapisan

- Penjelasan dan kegunaan
- Analisa berasaskan Carta Pareto

BENEFITS

At the end of this programme, participants will be able to:

- explain the importance of prevention;
- explain concept of zero defect;
- conduct effective audits;
- collect data using check sheets;
- analyse data using Pareto diagrams;
- implement effective segregation for the production floor; and
- read and understand AQL tables.

THE FACILITATOR

Selvaraj B believes in interactive and fun filled training. His method of training is sharing rather than lecturing. With 23 years of Engineering and Senior Management experience in MNC manufacturing environment, Selvaraj B uses lots of real life examples.

Selvaraj B started his career in 1989 as a Mechanical Engineer and in 23 years, has worked in 3 MNC companies, i.e. Matsushita(Japanese), Robert Bosch(German) and Entegris(American) up to the level of an Operations Manager.

Among his notable achievements are:
1. Leading Gold Medal winning teams to NPC conventions – 1995 - 2002
2. Certified MTM and Ergonomics practitioner - 1997
3. Awarded best Six Sigma Champion award in 2006 for promoting successful Sigma projects - 2006
4. Certified Lean Sigma Champion - 2010
5. Toastmasters Humorous Speech Contest Division N Champion – 2012

Among his notable accreditations are:
1. Graduated with a Bachelor of Engineering from University Technology of Malaysia - 1986
2. Member of the Society of Plastic Engineers (SPE) - 1997
3. Member of the Institute of Engineers Malaysia (IEM) – 1998
4. Certified trainer with Napoleon Hill International – 2007
5. Awarded Competent Communicator in Toastmasters International – 2010

Selvaraj B’s key area of expertise are in the areas of:
1. Plastic Injection Molding
2. Technical Presentation Skills
3. What bad habits are preventing Malaysian Companies from moving towards World Class?
4. Managing Generational differences at your workplace
5. Lean sigma improvement programs
Selvaraj B has conducted above training successfully for:
3. MEMC
4. Jabil Circuit
5. Inari Technology
6. PSDC
7. Fairview
8. Genetec Technology Berhad
9. Motorola Malaysia, Petaling Jaya

TARGET GROUP
This programme is highly recommended for QA/QC Inspectors, QA/QC Supervisors, QA/QC Auditors and Quality Checkers.

ADMINISTRATIVE DETAILS

COURSE FEE
RM750 (FMM Member) / RM850 (Non-Member) per participant
(The fee includes luncheon, coffee/tea breaks and notes)

DRESS CODE
Office Attire

REGISTRATION
Participation in the programme is based on a first-come-first-served basis. Cheques made in favour of the "FMM Institute" should be forwarded on or before programme date to the FMM Institute, Northern Branch, Bandar Seberang Jaya. Participants who registered but did not attend, will be billed accordingly. Upon confirmation, kindly send us the payment before the commencement of the programme.

CANCELLATION
There will be no refund for cancellation within 2 days prior to the programme, 50% for cancellation between 3 – 6 days and full refund for cancellation 7 days prior to the programme. Please inform in writing if you intend to cancel. A replacement can be accepted at no additional cost.

DISCLAIMER
The FMM Institute reserves the right to change the facilitator, date and to vary / cancel the programme should unavoidable circumstances arise. All efforts will be taken to inform participants of the changes. Upon sending the registration form, you are deemed to have read and accepted the terms and conditions.

ENQUIRIES
Ms Nazliza/ Mr. Aidi
FMM Institute
No 2767, Mk 11, Lebuh Tenggiri 2, Bandar Seberang Jaya,
13700 Seberang Perai
Tel: 04-6302050/2 Fax: 04-6302054
E-mail: nazliza@fmm.org.my / aidi@fmm.org.my
Website: http://fmm-im.fmm.org.my (Northern Branch)

CLOSING DATE
18 April 2013

TEKNIK KAWALAN KUALITI UNTUK QC
25 - 26 April 2013
9.00 am – 5.00 pm
Training Venue:
FMM Institute, Bandar Seberang Jaya, Penang
To : Ms Nazliza / Aidi  
( Fax : 04-6302054 )  
( Email: nazliza@fmm.org.my / aidi@fmm.org.my )  

FMM Institute (Penang Branch)  

1. Name : __________________________________________ 
   Designation : ________________________________________ 
   Email:_________________________________________________ 
2. Name : __________________________________________ 
   Designation : ________________________________________ 
   Email:_________________________________________________ 
3. Name : __________________________________________ 
   Designation : ________________________________________ 
   Email:_________________________________________________ 
4. Name : __________________________________________ 
   Designation : ________________________________________ 
   Email:_________________________________________________ 

Enclosed cheque / bank draft no. _____________ for 
RM__________________________ being payment for 
participant(s) made in favour of “FMM Institute”  

*Submitted By :  
Name:_______________________________________________ 
Designation:________________________________________ 
Company:____________________________________________ 
Address:_____________________________________________ 
Tel :__________________________________________ 
Fax:______________________________________________ 
Email:_____________________________________________ 

*PLEASE DO FILL UP WITH COMPLETE DETAILS