Conducted in Bahasa Malaysia, this programme is designed to upgrade the knowledge and skill level of QC Inspectors/Controllers/Leaders/Supervisors so that they can make a significant contribution to the Quality Improvement journey rather than just their normal role of inspect and check for quality. This programme focuses on skills needed to identify root cause of quality problems, use of Statistical Process Control in controlling product quality and Poka-Yoke (Mistake proofing) techniques. The proper use of Plan-Do-Check-Action cycle to improve effectiveness of quality control and improvement efforts will also be emphasised. It is the bridge leading to higher level quality training such ISO 9001 and Total Quality Management.

**CONTENTS**

- Pengenalan Konsep Kualiti
- Konsep Pencegahan
- Asas Pencegahan dan Pemeriksaan
- Amalan PDCA
- Mencari Punca Sebenar
- Kaedah Rajah Tulang Ikan
- Sistem Poka-Yoke (Fail-Safe)
- Masalah Kualiti dan Manusia
- Kaedah SPC
- Kemahiran QC
- Perbincangan
- Penilaian

**June 3 - 4, 2013**  
**Hotel Cititel Mid Valley, Kuala Lumpur**
OBJECTIVES

♦ Apply PDCA principle to improve quality at the workplace
♦ Explain and use 5W-2H technique for problem analysis
♦ Explain and use 5 Why and fish-bone chart techniques for root cause identification
♦ Collect data and construct histogram
♦ Read and interpret control charts

ADMINISTRATIVE DETAILS

Dates: June 3 - 4, 2013
Time: 9.00 am – 5.00 pm
Venue: Hotel Cititel Mid Valley,
       Mid Valley City, Lingkaran Syed Putra,
       59200 Kuala Lumpur

Fees:
FMM Members – RM1,100 per participant
Non Members – RM1,400 per participant

Enjoy 10% group discount for registration of three (3) or more participants from the same organisation and of the same billing source.
(Fees include course materials, Certificate of Attendance, lunch and refreshments)

FACILITATOR

Encik Muhsin Ahamed has been in the manufacturing industry for over 10 years, working his way up from Production Supervisor to Manufacturing Section Head to Human Resource Development Manager. He has in-depth hands-on experience in various areas of manufacturing such as production, scheduling, planning and testing. In addition, his manufacturing experience also includes the set-up of new production lines.

A degree holder with a Bachelor of Science in Chemistry, Muhsin also holds several diplomas and certificates in Management, Electronics Engineering, Computer Programming and Technology-based Training. As a Human Resource Development Manager, he has designed, developed and implemented various training programmes in Management, Supervision, Quality Control and Manufacturing Technology. As an individual who has experience in the manufacturing process, Muhsin brings with him relevant and realistic examples which give his training a very practical approach.

WHO SHOULD ATTEND

Participants must have basic knowledge in QCC. This course is suitable for QC/QA inspectors/leaders who are responsible for doing day-to-day QC activities such as Incoming, outgoing and in-process Inspection and Quality Control activities.

For further enquiries, please contact:
Fatahiyah/Josephine/Saziahyati
FMM Institute
Tel: 03-62867200
Fax: 03-62776712
Visit us at www.fmm.edu.my

SBL Scheme

Registration is on a first-come first-served basis. Cheques made in favour of the “FMM Institute” should be forwarded one week before the commencement of the programme. Completed registration form, that is faxed, mailed or e-mailed to FMM Institute, would be deemed as confirmed.

All cancellations must be made in writing. There will be no charge for cancellation received 14 or more working days before the start of the programme. Cancellation received 7 – 14 working days before the start of the programme is subject to a cancellation fee of 50% of the course fees. Cancellation received 6 working days and below before the start of the programme is subject to a cancellation fee of 100% of the course fees. If the participant fails to attend the programme, the full course fees are payable. However, replacement can be accepted at no additional cost.

The FMM Institute reserves the right to change the facilitator, reschedule or cancel the programmes and all efforts will be taken to inform participants of the changes. Should the event be cancelled or postponed, FMM Institute is not responsible for covering airfare, hotel or other travel costs incurred by the participants.
Dear Madam,
Please register the following participant(s) for the above programme.
(To be completed in BLOCK LETTERS)

1. Name | Designation | E-mail | Nationality | IC No.

2. Name | Designation | E-mail | Nationality | IC No.

3. Name | Designation | E-mail | Nationality | IC No.

(If space is insufficient, please attach a separate list)

Enclosed cheque/bank draft No. ______________________ for RM ______________________

being payment for ______________ participant(s) made in favour of the “FMM Institute”.

Submitted by:
Name: ____________________________________________________________________________
Designation: ___________________________________ E-mail: _____________________________
Company: __________________________________________________________________________
Address: ___________________________________________________________________________

Tel No.: __________________________ Fax No.: __________________________ Date: _____________

FMM Membership No.: ______________ My Corporate Identity No.: _______________________