



7 QC Tools

The 2 days application course

Introduction:

This is a hands-on training program designed to impart the skill to use the 7 QC tools to solve quality problems and undertake improvement projects. This program also aims to give emphasis to basic quality control methods and their uses in implementing quality improvement activities. 7 QC Tools consist of seven useful tools those are used for quality control and its activities.

Through instructor presentation and small group exercises, you will learn how to apply these tools to help to improve quality, processes, cycle time, cost and other results related to your work.

Learning outcome:

From this 2 days training trainees should be able to understand:

- basic concept of Quality
- all the seven QC Tools and its application

Assessment criteria:

At the end of the 2 days, trainees will be quizzed to assess their understanding.

Who should attend:

The course is recommended for QC staff and production staff who will benefit from knowing the concept of Quality Control and applying the tools in their work to monitor and improve Quality. It is also applicable to executives or managers who would want to know the basics of Quality Control and its tools.

Methodology:

Interactive lecture and workshops in ensuring maximum participation.

Course outline:

Day 1:

Introduction

- Definition of Quality
- PDCA- Problem solving approach and creativity
- What is Quality
- QC Tools and application for Quality Improvement



Checksheet

- The concept (Collecting Data for improvement)
- The application
- The benefit
- Practicality

Flowchart (Relationship between People and Work)

- The concept
- The application
- The benefit
- Practicality

Day 2:

Pareto Chart (Using Data for prioritizing issue/vital few- trivial many)

- The concept
- The application
- The benefit
- Practicality

Fish-Bone Chart (Dealing with causes NOT symptoms)

- The concept
- The application
- The benefit
- Practicality

Histogram (picturing distribution of measurements)

- The concept
- The application
- The benefit
- Practicality

Scatter Diagram (measuring relationship between variables)

- The concept
- The application
- The benefit
- Practicality

Control chart (Monitoring the process performance over time)

- The concept
- The application
- The benefit
- Practicality

Quiz