

## **7 QUALITY CONTROL TOOLS**

### **Key focus**

1. Use effective problem-solving tools for quality and productivity improvement.
2. Understand simple statistic and common sense techniques.
3. Use 7 QC tools to identify problem cause, analyze data, do evaluation and rectify problems.
4. Learn the Plan-Do-Check-Action (PDCA) 12 steps in project improvements.

### **Who will benefit**

Production, operation, quality and support department executives and supervisors who are involved in quality and productivity improvement projects execution and implementation.

**Take The Next Step**

## Day one

### 1. Introduction to Quality Control Circle (OCC)

- ▶ The OCC concept, objective and benefits
- ▶ OCC team structure
- ▶ 7 QC tools

0900-1030

#### *Morning tea break*

1030-1045

### 2. Data Collection / Check Sheet

- ▶ What kinds of data are collected?
- ▶ Common mistakes made in data collection
- ▶ Recording, checklist and location check sheets

1045-1300

#### *Lunch*

1300-1400

### 3. Pareto Diagram

- ▶ Pareto principle
- ▶ Why is a Pareto diagram used
- ▶ When and how to use Pareto diagram

1400-1530

#### *Afternoon tea break*

1530-1545

### 4. Cause and Effect Diagram

- ▶ Brainstorming
- ▶ Importance of a cause and effect diagram
- ▶ When and how to use cause and effect diagram
- ▶ Critical factors to consider

1545-1700

Take The Next Step

**Day two**

**5. Histogram**

- ▶ How to draw a Histogram
- ▶ What information we can get from histogram

0900-1030

*Morning tea break*

1030-1045

**6. Scatter Diagram**

- ▶ What is a scatter diagram
- ▶ Relationship of data
- ▶ When and how to use scatter diagram

1045-1300

**7. Control Charts**

- ▶ What and type of control charts
- ▶ When and how to use control charts

*Lunch*

1300-1400

- ▶ Real-time monitoring system
- ▶ Corrective and preventive action Matrix

1400-1530

*Afternoon tea break*

1530-1545

**8. Stratification**

- ▶ Stratification principle
- ▶ When and how to use stratification

1545-1700

**9. Application of QC Tools and Interpretation of Results**

- ▶ Improving customer relations

**Take The Next Step**