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Course: BASIC 7 QC TOOLS

INTRODUCTION

Often organization is required to resolve and improve the process problems or issues but unable to find the root cause systematically. Most often the shop floor personnel are to carry out such exercise. This course is to provide participants set of tools and techniques to analyze and locate the roots cause to problems or concerns.

The basic 7 QC Tools are used in data-gathering and analysis to solve specific QC or operation problems while Total Quality Control (TQC) involves problem-solving companywide.

COURSE OBJECTIVES

This course will enable participants to learn and develop skills in the seven basic QC tools. These basic control techniques will help participants to identify and analyze causes of quality/ operation problems so as to implement effective solutions for improvement.

Course Duration

1 Day

COURSE CONTENTS

- 1) Introduction
- 2) Understanding the 7 Basic QC Tools
 - Checksheet
 - Cause & Effect Diagram
 - Histograms
 - Pareto Diagrams
 - Scatter Diagram
 - Flow Charts
 - Control Charts
- 3) Applying Basic 7 QC Tools to Problem Solving
- 4) Exercises

WHO SHOULD ATTEND

- Work Improvement Team Members
- Problem Solving Team Members
- Quality Assurance Personnel
- Personnel responsible for and/or involved in taking corrective action

DELIVERY METHODOLOGY AND MEANS

This course utilises a combination of lecture, group discussion and activities. Participants will work in groups using the concepts and techniques to resolve an issue from their own work scenario or a suggested workshop assignment.

Training notes, case studies, exercises, samples and presentation slides are utilized during the lessons. English is the basic medium of instruction.

ABOUT THE COMPANY (In-House Training and Guided Application Consultancy)

Alpha Consulting and Training Pte Ltd specialize in management systems consulting, coaching and trainings services. These would include quality, environmental, health & safety management systems and engineering faculties.

We also provide services and products that support these subjects, e.g., document control, statistical, process improvement and problem solving software and Information Technology/Systems.