7 QUALITY TOOLS FOR PROBLEM SOLVING

Training Brochure

INTRODUCTION

The 7 QC Tools are simple statistical tools used for problem solving. These tools were either developed in Japan or introduced to Japan by the Quality Gurus such as Deming and Juran. In terms of importance, these are the most useful. Kaoru Ishikawa has stated that these 7 tools can be used to solve 95 percent of all problems. These tools have been the foundation of Japan's astonishing industrial resurgence after the Second World War.
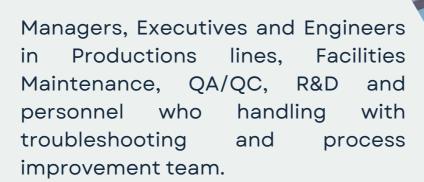
COURSE CONTENT

The objective of this program is to enable the participants to
- Understand the fundamental principles of problem-solving
- Impart a practical understanding and application of 7 QC Tools
- Understand how to apply the 7 QC tools in the workplace
- Equip participants to deploy efficient and effective data analysis a brainstorm solution.

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

1. Understand the seven basic tools of quality
2. Able to apply the seven basic tools of quality towards the process improvement

Who Should Attend ?

Managers, Executives and Engineers in Productions lines, Facilities Maintenance, QA/QC, R&D and personnel who handling with troubleshooting and process improvement team.

Why you must join our training?

- HRDF Certified Trainer
- Interactive Experience Sharing
- Guaranteed Learning Outcome
- Emphasize Active Learning as main method of learning
- A proactive learning cultures

What is Active Learning?

Active learning is a class teaching and learning techniques that involves learners in learning activities other than passively listening to lectures. The activities include thinking, discussing, investigating, and creating.

In class, students practice skills, solve problems, struggle with complex questions, make decisions, propose solutions, and explain ideas in their own words through writing and discussion.

Trainer Profile

Since graduating from University Putra Malaysia with a Degree in Environmental Science, Eileen Ong has worked in various fields of quality, environment, health and safety for more than 10 years. She has diversified her working experience in project-based and mass production industries alike after her graduation. During her tenure, she had satisfactorily obtained IRCA Lead Auditor Certificate of Competence for ISO 9001; ISO 14001 as well as ISO 22000. She has gained vast knowledge & extensive experiences in manufacturing systems, management skills and has further acquired the latest techniques in the implementation of Integrated Management Systems (IMS). She had associated herself with international and local corporate companies such as Sime Kansai Paints Sdn. Bhd. and Inta Bina Sdn. Bhd. She has bundle of hands-on experience in starting up, leading & maintaining the ISO/TS 16949 & ISO 14001 integrated system as the QMR/EMR for automotive paint company for more than 4 years. Besides, she start-up, lead & maintain the ISO 9001 system for a construction company as the QMR for Inta Bina Sdn. Bhd. She started her career as a consultant and enhanced her skills, capability in providing consultancy services, auditing, and training services on management systems of ISO 9001, ISO 14001, AS9100, HACCP, GMP and OHSAS 18001 in various industries for more than 7 years. Throughout her working journey as Senior Consultant with Cambridge Management, she was instrumented in development of consultancy business and committed in conducting several public training and in-house training programs for customers.

Course Content

Day 1

9.00 am

Introduction & Timetable

Section 1
- What is Quality?
- Quality System and standards

10.30 am Tea Break

10.45 am

Section 2
- Making use of data to increase productivity
- Applying the 7 QC Tools towards problem-solving

Section 3
- Quality techniques

13.00pm Lunch Break

14.00 pm

Section 4
7 Basic Seven Quality Control techniques
1. **Histograms**
- How to know and predict occurrence of defects
- How to construct a Histogram
- How to interpret various shapes of a distribution diagram

2. **Pareto Charts**
- How to construct Pareto Diagrams
- How to classify the defects and display using a Pareto Diagram
- How to identify the problems in their order of severity

15.30 pm Tea Break

15.45 pm

3. **Check Sheet**
- When to Use a Check Sheet
- How to construct Check Sheet

17PM END OF DAY ONE

Course Content

Day 2

9.00 am

4. Scatter Diagrams
- Is there a way to find out a correlation between the cause and effect of a problem?
- How to construct a Scatter Diagram
- How to interpret the Scatter Diagrams

10.30 am Tea Break

10.45 am

5. Control Charts
- Why do defects occur?
- Is it due to dispersion?
- How to plot these dispersions over a period of time to determine the probable cause of dispersion
- How to interpret whether a process is stable or not

6. Process Flow Charts
- How to construct a Process Flow Chart
- Considerations for constructing process flow charts
- How to interpret process flow charts

13.00pm Lunch Break

14.00 pm

7. Cause and Effect Diagrams (known as Fish-Bone Diagram)
- How to construct Fishbone Diagram
- How to generate all the probable causes for every defect
- How to search out and organize all possible factors

15.30 pm Tea Break

15.45 pm

Section 5 – Reporting of Process Improvement Project using 7 QC tools
- Presentation and hands-on

17PM END OF DAY TWO

REGISTRATION FORM

Complete the registration form and email for reservation.
All Registrations will be confirmed ONE WEEK before the commencement of the course.

👤 **Ms.Shima | Ms.Syilla | Ms.Aida**   ✉ **training@cammgnt.com**   🌐 **www.cammgnt.com**

📞 **03-6241 5211 | 016-229 8995 | 016-226 4799 | 016-622 1038**

COURSE TITLE: 7 Quality Tools for Problem Solving	
DATE: As per published in the Academy Platform	**VENUE:** X-Limit Learning Hub, Kepong, KL /Online Zoom Meeting (Opposite MRT Metro Prima Station)
NORMAL FEE: ☐ **RM 2,200 NETT / pax**	

Course Fees Includes 6% SST, Training Materials, e-Certificate of Completion. Tea break and lunch are provided.

APPLICANT'S INFORMATION

1

NAME:	
IC NO:	MOBILE NO:
EMAIL:	DESIGNATION:
VEGETARIAN: ☐ YES ☐ NO	

2

NAME:	
IC NO:	MOBILE NO:
EMAIL:	DESIGNATION:
VEGETARIAN: ☐ YES ☐ NO	

3

NAME:	
IC NO:	MOBILE NO:
EMAIL:	DESIGNATION:
VEGETARIAN: ☐ YES ☐ NO	

BILLING INFORMATION

COMPANY NAME:	
COMPANY ADDRESS:	
CONTACT PERSON:	DESIGNATION:
MOBILE NO:	EMAIL:

AUTHORIZATION

COMPANY STAMP:	AUTHORIZED SIGNATURE

PAYMENT METHOD

Payment of fee must be made PRIOR to commencement of the program. Kindly select the method of payment on the following:
☐ By Cheque
☐ By Bank Transaction
☐ By HRDC Claim (SBL-Khas)
Please email the bank-in slip with your company's name to training@cammgnt.com as proof of payment.
*Crossed cheques should be made payable to "CAMBRIDGE TRAINING SDN BHD" or bank-in payment to: Maybank Account No. 5-145891-77878.

CANCELLATION

Once a registration is confirmed (upon received CT's training confirmation letter), NO cancellation / withdrawal will be allowed. Failure to attend without prior notice shall be liable for RM500 administrative charges (per day/per person). Replacement of registered delegate who are not able to attend to the training/ or rescheduling to the same course with new date or equivalent course with pre-notification to organizer can be arranged at no additional cost. All training fees paid are not refundable.

DISCLAIMER

CAMBRIDGE TRAINING reserves the right to change the speaker, date and to cancel the programmed should circumstances beyond the company control arise. CAMBRIDGE TRAINING also reserves the right to make alternative arrangements withoutprior notice should it be necessary to do so. All efforts will be taken to inform participants of any changes. Customer may be entitled to a refund of any fee paid in respect of the cancelled training but shall not otherwise be entitled to any compensation, costs, travel expenses, losses or damages arising from suchcancellation. Cambridge Training will not be liable if failure or delay in performing an obligation under this training program due to force majeure. These include fire, natural disasters, pandemic outbreak, war, or other emergency situations.