7QC Tools for Continuous Improvement

Course Description

One of the greatest challenge to today's industries and companies is how to change the way that employee work and raise their productivity and product quality. To achieve this, all employees must be well equipped with the right knowledge, tools and method to work towards process of continuous improvement.

The tool mentioned above is the basic 7 QC Tools and it is a MUST for all employees in any organization. A basic understanding and ability to apply the tools correctly and effectively will greatly enhance the effectiveness and efficiency of the employees. It is used as improvement and problem-solving tools for daily production problems and issues. Hence the employees can make more contribution towards profitability and efficiency of the organization.

Course Objectives

After attending the course, participants should be able to:

- Appreciate the important of Quality in their daily work
- Apply the basic QC tools to solve some daily problems
- Using the QC tools correctly to bring improvement
- Deriving appropriate information from the data collected in the production lines or work areas

Course Content

MODULE 1: Brief Introduction to Quality Control & PDCA

- Definition of Quality and Control
- History of Quality Evolution in the world
- What is PDCA?
- Application of PDCA
- Detail steps for PDCA Methodology
- Examples & Exercises

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MODULE 2: Introduction to Seven Basic QC Tools

- What is 7QC Tools?
- Brief Introduction and Discussion on 7 tools application
- Correct 7QC Tools application
- Reasons for using the 7QC tools
- Appropriate Data Collection Techniques

MODULE 3: Brainstorming - A Creative Process

- Critical Ingredients for proper brainstorming
- Proper and appropriate brainstorming process
- Rules and regulation for proper brainstorming process
- Workshop

MODULE 4: Introduction, Application and Description on Check Sheet or Check List

- Types of Check Sheet and Check List
- Differences between Check Sheet and Check List
- Exercises on Check Lists or Check Sheet

MODULE 5: Introduction, Application and Description on Fish Bone Diagram

- Origin of Fish Bone Diagram
- Common mistakes of Fish Bone Diagram
- Exercises on Fish Bone Diagram

MODULE 6: Introduction, Application and Description on Pareto Diagram

- Development of Pareto Diagram
- Exercises on Pareto Diagram

MODULE 7: Introduction, Application and Description on Graphs and Control Charts

- General Theory on Control Charts
- Exercises on Graphs and Control Charts

MODULE 8: Introduction, Application and Description on Scatter Diagram

- Common mistakes of Scatter Diagram
- Exercises on Scatter Diagram

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MODULE 9: Introduction, Application and Description on Stratification

- Importance of Stratification
- Exercises on Stratification

MODULE 10: Introduction, Application and Description on Histogram

- Common mistakes of using Histogram
- Exercises on Histogram

Questions and Answer and Closing Session

Course Duration

Two Day

Methodology

The training will be conducted in the form of workshop, real life application with your factory in house data, lectures, video show, case studies of QC tools in solving problems. It will be fully interactive and two-way communication from the instructor and participants.

Target Audience

This session is suitable for all supervisors, engineers, managers and those who are interested to know and use 7 QC tools to solve process related problems. Apart from above, the course also raises the employee's quality awareness.

SIEGER TRAINING INDIA
Reach: +91 9840097567, +91 7550053010, +91 7550053011
Email: training@siegergroups.com | Visit us at: www.siegergroups.com

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