

# Understanding 7 Quality Control (QC) Tools for Improved Efficiency

## **INTRODUCTION**

Problem solving is an essential part of work. Conventional 7 QC Tools are good in mainly analyzing data but certain facts cannot always be adequately expressed by numerical data alone. To solve these, we need to embrace culture in which all use their heads, generate ideas, & exercise their abilities in the total quality activities, we need to create order out of chaos.

## **OBJECTIVES**

At the end of the training, the participants should be able to:

- Understand the 7 QC (Quality Control) Tools
- Use quality tools to communicate and resolve problems at their workplace systematically
- Link statistically tools in problem solving so that quality improvement is realized
- Gain an excellent understanding of how important it is to resolve problems based on facts rather than personal biases

## **CONTENTS**

- **What is Quality Control?**
- **What is 7 QC Tools?**
- **Usage & Benefits of 7 QC Tools**
  - ✓ **Tool 1: Stratification**  
*How to use – both manual & excel?*  
*Benefits*
  - ✓ **Tool 2: Pareto Diagram**  
*How to use – both manual & excel?*  
*Benefits*
  - ✓ **Tool 3: Cause and Effect / Ishikawa Diagram**  
*How to use – manual only?*  
*Benefits*
  - ✓ **Tool 4: Check Sheet**  
*How to use – manual only?*  
*Benefits*
  - ✓ **Tool 5: Control Chart/Graph**

*How to use – both manual & excel?  
Benefits*

✓ **Tool 6: Histogram**

*How to use – both manual & excel?  
Benefits*

✓ **Tool 7: Scatter Diagram**

*How to use – both manual & excel?  
Benefits*

## **TARGET GROUP**

Engineer, Executives, Supervisors and Line Leaders from the Operation, Engineering, Production and Quality Departments and others interested.

## **METHODOLOGY**

Lecture, Group discussion/activity and case study.

## TRAINER'S CURRICULUM VITAE

**Name : MURUGAN A/L PURUSHOTHAMAN**

### **EDUCATION & PROFESSIONAL QUALIFICATIONS**

- Master Degree in Business Administration
- Bachelor's Degree in Economics
- Certified Trainer by HRDF / PSMB

### **WORKING EXPERIENCE**

***Mr Murugan, is a PSMB approved Trainer.*** He has coached and trained senior executives, executives, supervisors, clerical staff and many others. He is proficient in conducting training programs in the area of supply chain, management, supervisory, clerical, quality control, motivational, outdoor/indoor teambuilding and good work attitude. He conducts these programmes both in **English and Bahasa Malaysia**.

**Murugan** holds Master Degree in Business Administration and Bachelor's Degree in Economics. During his studies on masters, he specializes in the area of Supply Chain Management. With a combination of Economics, Management and Supply Chain, he has made him a sought after facilitator in various aspects and areas of training. **He is extremely fluent in Bahasa Malaysia and English** and this helps him to truly reach all level of his audience.

**Murugan** has more than **14 years** of working experience both in manufacturing as well as service sector. He has served in one of the Malaysia's well-known fast food chain as the manager, before he joined the card industry as the marketing head. Later, he joined manufacturing in the paper board packaging industry. He started from a junior position until he reaches the senior position before he left and became a full time freelance trainer. His experience ranges from industries such as manufacturing, academic, retail and others. He has trained several manufacturing as well as servicing companies all over the country in the area of supply chain, management, supervisory, motivational, etc. He has been described as an inspiring and dynamic speaker.

# REGISTRATION FORM

Yes, please register me/us for the training.

Training Title : Understanding 7 Quality Control (QC) Tools for Improved Efficiency

Date : 22 July 2016

Venue : Seri Costa Hotel, Melaka

<input type="checkbox"/> Mr <input type="checkbox"/> Miss Vegetarian: <input type="checkbox"/>	<input type="checkbox"/> Mr <input type="checkbox"/> Miss Vegetarian: <input type="checkbox"/>
Name: .....	Name: .....
IC No: .....	IC No: .....
Position: .....	Position: .....
Contact No: .....	Contact No: .....
E-mail : .....	E-mail : .....

\* If the participant is more than 2 person please attach separate list.

## Submitted by:

Name: \_\_\_\_\_ Designation: \_\_\_\_\_  
Company: \_\_\_\_\_  
Address: \_\_\_\_\_  
Contact No: \_\_\_\_\_ Fax No: \_\_\_\_\_ Email: \_\_\_\_\_

## Our Course Fees:

Normal rate: **1 day** Training Course - **RM 380.00** per participant  
(inclusive of lunch, tea-breaks, training materials and Certificate of Attendance)

## Closing Date:

Our training closing date is **3 working days before the training event.**

## Payment:

Enclose cheque / bank draft no. \_\_\_\_\_ for RM \_\_\_\_\_ being payment for \_\_\_\_\_ participant(s). All cheques should be crossed and made payable to **KSA TRAINING & CONSULTANCY SDN. BHD.**

Payment can be made thru bank in/online to **CIMB** bank, account no.: **8007268792**. Please email the bank slip to us for the issuance of Confirmation of Attendance.

## Reservation:

Reservations may be made by phone or email but will **ONLY BE CONFIRMED** upon receipt of the registration form with full payment before commencement of the training workshop.

## Confirmation of Attendance:

Please be informed that only participant who made full payment before the training date is allowed to attend the training workshop.

## Cancellation:

For those who register who did not turn up for the programmes will be billed accordingly. Please note that there will be no refund for cancellation within 3 working days prior to the programme, 50% refund for cancellation between 4-7 working days and full refund for cancellation 8 working days prior to the programme. However, replacement will be accepted at no additional cost. **CANCELLATION MUST BE CONFIRMED IN WRITING WITH REASON TO KSA TRAINING & CONSULTANCY SDN. BHD.**

## Disclaimer:

KSA Training reserves the right to change the facilitator, date, venue and to cancel or reschedule the programme and all efforts will be taken to inform participants of any changes.

## Contact Person:

Ms. Yimi Lau (H/P No.: 019-6874509 / 06-3161 508)  
E-mail: [ksatraining@yahoo.com.my](mailto:ksatraining@yahoo.com.my) / [yimi@ksatraining.com.my](mailto:yimi@ksatraining.com.my)

## Training Organizer:

**KSA TRAINING & CONSULTANCY SDN. BHD. (1110897-T)**

Formerly known as **KSA Training & Services** (MA0183948-P)

1<sup>st</sup> Floor, RM 1438, Jalan Rembia Cemerlang 1, Taman Rembia Cemerlang, Pekan Rembia, 78000 Alor Gajah, Melaka. •  
H/P: 019-687 4509 • Tel: 06-316 1508 • Website: <http://www.ksatraining.com.my>

**HRDF / PSMB Approved Training Provider**