



(The contents and other related details in this form is used for publication purpose only. Training module will be given to participants upon registration)

<b>Course Title: 7 MP TOOLS FOR TOTAL QUALITY CONTROL</b>		<b>Course Code</b> :	<b>QA 101</b>
<b><u>Course Background/Summary :</u></b> The Seven Management Plan (7 MP) Tools or also known as the New 7 QC Tools are similar to the 7 Basic QC Tools in terms of factual approach to management. It is commonly used at the planning stage to think and set out the important direction to carry out quality improvement activities. The tools involved qualitative data which will be transformed into diagrams. This course will provide the participants with a much better understanding of the tools to be used effectively and efficiently in planning a wide-ranging and detailed Total Quality Control objectives throughout the entire organization.			
<b><u>Course Objectives:</u></b> <ul style="list-style-type: none"><li>• Understand the importance of quality;</li><li>• Define the purpose, value and applications of each of the tools; and</li><li>• Increase management capabilities in planning, control and improvement of quality.</li></ul>			
<b><u>Target Audience:</u></b> <ul style="list-style-type: none"><li>• All levels of employees in any organization.</li></ul>			
<b>Course Duration:</b>	<b>2 days</b>		
<b>Course Contents</b> :			
<b>No</b>	<b>TOPICS (Lecture)</b>		
1	Intro to Quality Systems		
2	Continuous Improvement Concepts		
3	Process Control & Quality Improvement: Methodologies, Techniques and Tools		
4	Problem-solving Techniques through PDSA-cycle		
5	Review of the 7 QC Tools		

UniKL MSI can also customize existing short courses and develop new courses to meet your personal training needs and requirements. The course duration serves as a guideline for your reference.

Please forward enquiries to Centre for Advancement & Continuing Education (ACE), University Kuala Lumpur (Malaysian Spanish Institute), Kulim Hi-Tech Park, 09000 Kulim, Kedah or via fax to:04-4032539 or email to [syazrah@unikl.edu.my](mailto:syazrah@unikl.edu.my) or call 04-4035199 / 200 (ext:112 / 185)



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6	The Juran's Quality Trilogy
7	Introduction to 7 MP Tools
8	Affinity Diagram
9	Relationship Diagram
10	Tree Diagram
11	Prioritization Diagram
12	Matrix Diagram
13	Process Decision Program Chart (PDPC)
14	Activity Network Diagram
<b>No</b>	<b>TOPICS (Lab Works / Practical Exercises)</b>
1	Group Practical Exercise 1: Performing problem-solving through PDSA-cycle
2	Exercise 1: Affinity Diagram
3	Exercise 2: Relationship Diagram
4	Exercise 3: Tree Diagram
5	Exercise 4: Prioritization Diagram
6	Exercise 5: Matrix Diagram
7	Exercise 6: Process Decision Program Chart (PDPC)
8	Exercise 7: Activity Network Diagram
9	Group Practical Exercise 2: Continuous Improvement Case Study
<b>COURSE STRUCTURE:</b>	
Practical :	50%
Theory :	50%

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