



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

Course Title: 7 QC TOOLS FOR QUALITY IMPROVEMENT		Course Code : QA 102
<u>Course Background/Summary:</u> The Seven Quality Control (7 QC) Tools are among the most significant tools for analyzing quantitative data in quality improvement process. They form the basic foundation for all problem-solving and quality control activities. This course will provide the participants with a much better understanding on the use of the tools. The computer spreadsheet software shall be utilized during the practical activities to assist the participants dealing with the tools so that the objectives of the course can be achieved effectively and efficiently.		
<u>Course Objectives:</u> <ul style="list-style-type: none">• Understand the importance of quality.• Resolve quality problem effectively through the use of 7 QC Tools.• Increase management capabilities in continuous quality improvement.		
<u>Target Audience:</u> <ul style="list-style-type: none">• All levels of employees in any organizations.		
Course Duration:	2 days	
Course Contents:		
No	TOPICS	
1	Introduction to Quality Systems	
2	Continuous Improvement Concepts	
3	Process Control & Quality Improvement: Methodologies, Techniques and Tools	
4	Problem-solving Techniques through PDSA-cycle	
5	Overview of the 7 QC Tools	
6	Check Sheet	
7	Flowchart	

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 or call 04-4035199 / 200 (ext:112 / 185)



UNIVERSITI KUALA LUMPUR
MALAYSIAN SPANISH INSTITUTE

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

8	Histogram
9	Pareto Diagram
10	Cause-and-Effect Diagram
11	Scatter Diagram
12	Control Chart
No	TOPICS (Practical Exercises)
1	Group Practical Exercise 1: Performing problem-solving through PDSA-cycle
2	Exercise 1: Data Collection through Check Sheets and Tables
3	Exercise 2: Representation of processes through Flowchart
4	Exercise 3: Constructing a Histogram
5	Exercise 4: Constructing a Pareto Diagram
6	Exercise 5: The Making of Cause-and-Effect Diagram
7	Exercise 6: Plotting a Scatter Diagram
8	Exercise 7: Interpreting a Control Chart
9	Group Practical Exercise 2: Continuous Improvement Case Study
COURSE STRUCTURE:	
Practical :	50%
Theory :	50%

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 or call 04-4035199 / 200 (ext:112 / 185)