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Course Title: PROBLEM SOLVING SKILL BY USING ICC **Course Code** : **QA 107 (T)**

Course Background/Summary :

ICC is originally known as quality control circle. A quality control circle (QCC) is a small group of staff, Usually Coming from the same work areas who voluntarily meet on a regular basis to identify, investigate, analyze and solve their work related problems together in order to contribute to the improvement of the enterprise. This also helps to encourage respect among personnel and to build a cheerful working group through the development of the staff's infinite potential. QCC provides a means for workers to participate in the company's affairs and for management to benefit from workers' suggestions

In contrast, while the rest of the concept remains the same, Innovative and Circle (ICC) are aimed at transforming QCC by changing the emphasis into initiatives that are innovation driven. Traditionally, QCC projects deal with problem solving and quality issue. Now with the transforming from QCC to ICC, The focus today is expanded to include innovative projects that will ensure enterprise competitiveness and enhanced business growth.

As a result of this change, ICC enhances the transformation of organizations to be more responsive and innovative towards improving quality, timeliness, excellent customer service and cost effectiveness. These innovative and creative projects allow organizations to apply their creativity and innovativeness in striving towards excellence. Real benefits derived from ICC are cost saving for organizations that have used innovation to be more efficient in their processes.

Course Objectives:

The Workshop illustrates the basic skills involved in Innovative and Creative Circle (ICC). This group training exercise is designed to precede an ICC implementation.

- Describe the characteristics, benefits and importance of the ICC
- Create an ICC group
- Group manufactured products into product families
- Establish ICC group for a product family
- Develop the skills necessary to create a problem solving
- Understand how to create an effective implementation plan
- Select an appropriate product family within your own facility with which to begin
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- Select an appropriate product family within your own facility with which to begin

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)



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Target Audience:	
<ul style="list-style-type: none">• Operators, Line Leaders, Technicians, Supervisor, Engineers, Instructors• Teaching staffs (including vocational & technical teachers)• Industrial workers	
Course Duration:	Min:3 days, Max:4 days
Course Contents:	
No	TOPICS
1.	Introduction of the problem solving skill
2.	Fundamental of Innovative and Creative Circle (ICC)
3.	The ICC structure
4.	7 QC tools: Check sheet, Pareto chart, scatter plot, Ishikawa diagram, process flow, histogram and control chart
5.	Application of the 7 QC tools
6.	Overview and discussion the ICC concept in organization
COURSE STRUCTURE:	
Theory / Lab Works :	100%

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