Course Title: 7 QC Tools for Quality Improvement   Course Code: QA 102

Course Background / Summary:

The Seven Quality Control (7 QC) Tools are among the most effective tools for analyzing quantitative data in the quality improvement process. They form the foundation for all problem-solving and quality control activities. This course will provide the participants with a much better understanding of the use of the tools. The computer spreadsheet software shall be utilized during the practical activities to assist the participants in dealing with the tools so that the course's objective can be achieved effectively and efficiently.

Course Objectives:

- Understand the importance of quality.
- Resolve quality problems effectively through the use of 7 QC Tools.
- Increase management capabilities in continuous quality improvement.

Target Audience:

- All levels of employees in any organization.

Course Duration: 2 Days

Course Contents	
1.0 Introduction to Quality Systems	**7.0 Flowchart**
2.0 Continuous Improvement Concepts	**8.0 Histogram**
3.0 Process Control & Quality Improvement: Methodologies, Techniques, and Tools	**9.0 Pareto Diagram**
4.0 Problem-solving Techniques through PDSA-cycle	**10.0 Cause-and-Effect Diagram**
5.0 Overview of the 7 QC Tools	**11.0 Scatter Diagram**
6.0 Check Sheet	**12.0 Control Chart**

QUALITY ASSURANCE