



ROLE OF QUALITY INSPECTOR IN QA/QC & IMPLEMENTING ISO 9001:2015 TRAINING



MTBM Group Sdn. Bhd. (1600656-M)

Level 8, MCT Tower, Sky Park, One City, Jalan USJ 25/1, 47650 Subang Jaya, Selangor

Course Title: Role of Quality Inspector in QA/QC & Implementing ISO 9001:2015 Training

Course Validity: 2 Days

Validity: Not Applicable

HRD Corp Scheme: Claimable

INTRODUCTION

This training provides participants with a comprehensive understanding of the roles and responsibilities of Quality Inspectors in ensuring product conformity, process consistency and compliance with ISO 9001:2015 requirements. It covers inspection techniques, quality control processes, documentation practices and nonconformance management. Participants will learn how Quality Inspectors support the Quality Management System (QMS), contribute to continual improvement and strengthen organisational quality performance through effective QA/QC implementation.

OBJECTIVE(S):

- Understand the role and responsibilities of Quality Inspectors in QA/QC
- Learn ISO 9001:2015 requirements related to quality control and inspection
- Strengthen competence in inspection methods, measurement tools and acceptance criteria
- Improve documentation practices for quality records, checklists and reports
- Enhance skills in identifying defects, managing nonconformities and supporting corrective actions
- Understand how QC processes integrate with organisational QMS requirements
- Support consistent product quality, process control and customer satisfaction
- Build readiness for audits through proper quality control evidence and compliance

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TARGET GROUP(S):

- Quality Inspectors
- QC Technicians / QA Technicians
- Production Supervisors / Line Leaders
- Incoming/Outgoing Inspectors
- QA/QC Executives
- Individuals moving into QA/QC roles

ENTRY REQUIREMENT(S):

- Able to read and communicate in English/Malay
- Basic understanding of manufacturing or service processes
- Preferably familiar with basic inspection/testing concepts

TOPIC(S):

1. Introduction to QA/QC & ISO 9001:2015 Requirements
2. Roles & Responsibilities of Quality Inspectors
3. Inspection Techniques, Measurement Tools & Acceptance Criteria
4. In-Process, Incoming & Final Inspection Requirements
5. Nonconformity Identification, Segregation & Reporting
6. Documentation & Record-Keeping for QA/QC Compliance
7. Supporting Corrective Actions & Process Improvements
8. Integrating QC Activities with QMS & Audit Preparedness

LIST OF REFERENCE BOOK(S):

- ISO 9001:2015 Quality Management Systems Requirements
- ISO 9000:2015 Fundamentals & Vocabulary
- Internal QA/QC Inspection Work Instructions
- Industry standards related to inspection & tolerances

LIST OF TEACHING AID(S):

- LCD projector
- Whiteboard & markers
- Actual measuring tools (caliper, micrometer, gauges)
- Product samples with defects
- Inspection checklists & forms
- Case studies & sample drawings

METHODOLOGY(S):

- Lecture
- Hands-on inspection workshop
- Demonstration with real measuring tools
- Group discussion
- Video learning
- Case study analysis
- Practical NCR reporting exercise

TRAINING SCHEDULE

Day 1

Time	Activity / Topic
8:30 am – 9:00 am	Registration and Introduction
9:00 am – 9:45 am	Topic 1: Introduction to QA/QC & ISO 9001:2015 Requirements
9:45 am – 10:30 am	Topic 2: Roles & Responsibilities of Quality Inspectors
10:30 am – 10:45 am	Morning Tea Break
10:45 am – 11:30 am	Topic 3: Inspection Techniques & Measurement Tools
11:30 am – 12:30 pm	Topic 4: In-Process, Incoming & Final Inspection
12:30 pm – 1:30 pm	Lunch Break
1:30 pm – 2:30 pm	Case Study: Identifying Defects & QC Failures
2:30 pm – 3:30 pm	Workshop: Using QC Checklists & Acceptance Criteria
3:30 pm – 3:45 pm	Afternoon Tea Break
3:45 pm – 5:00 pm	Practical Exercise: Inspection & Defect Segregation

TRAINING SCHEDULE

Day 2

Time	Activity / Topic
8:30 am – 9:00 am	Recap of Day 1 & Q&A
9:00 am – 9:45 am	Topic 5: Nonconformity Reporting & Segregation
9:45 am – 10:30 am	Topic 6: QC Documentation & Record Management
10:30 am – 10:45 am	Morning Tea Break
10:45 am – 11:30 am	Topic 7: Supporting Corrective Actions & Improvements
11:30 am – 12:30 pm	Practical: Writing QC Reports & Nonconformity Records
12:30 pm – 1:30 pm	Lunch Break
1:30 pm – 2:30 pm	Topic 8: Integrating QC with QMS & Audit Preparation
2:30 pm – 3:30 pm	Group Exercise: Preparing QC Evidence for Audits
3:30 pm – 3:45 pm	Afternoon Tea Break
3:45 pm – 5:00 pm	Final Review, Q&A & Closing