



## 7 QC TOOLS 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:** 7 QC Tools Training

**Course Validity:** 2 Days

**Validity:** Not Applicable

**HRD Corp Scheme:** Claimable

## **INTRODUCTION**

This 2-day training program introduces participants to the 7 Quality Control (QC) Tools, which are essential for problem-solving and process improvement in any industry. The course emphasizes practical applications of these tools to analyze data, identify trends, and enhance decision-making for quality improvement.

## **OBJECTIVE(S):**

- Understand the purpose and importance of the 7 QC Tools.
- Learn to use each tool effectively for problem-solving and quality improvement.
- Develop skills to analyze data and identify areas for process enhancement.
- Promote a structured approach to quality management.
- Apply the tools in real-world scenarios for continuous improvement.

## **TARGET GROUP(S):**

- Quality assurance and control personnel.
- Supervisors and team leaders.
- Process improvement teams.
- Employees involved in operational excellence initiatives.

**ENTRY REQUIREMENT(S):**

- Able to read, write, and communicate verbally in Malay/English.

**TOPIC(S):**

1. Introduction to the 7 QC Tools and Their Applications.
2. Check Sheets and Pareto Charts.
3. Cause-and-Effect (Fishbone) Diagrams.
4. Control Charts and Scatter Diagrams.
5. Histograms and Flowcharts for Data Analysis..

**LIST OF REFERENCE BOOK(S):**

- "The Seven Basic Tools of Quality" by Kaoru Ishikawa.
- ISO Quality Management Guidelines.

**LIST OF TEACHING AID(S):**

- Templates and software for QC tools.
- Real-world case studies and data sets.
- LCD projector and computer.
- Whiteboard with accessories.

**METHODOLOGY(S):**

- Lecture.
- Group discussions and brainstorming sessions.
- Hands-on exercises using QC tools.
- Case study analysis of quality improvement initiatives.

## TRAINING SCHEDULE

### Day 1

Time	Activity/Topic
8:30 am - 9:00 am	Registration and Introduction
9:00 am - 10:30 am	Topic 1: Introduction to the 7 QC Tools and Their Applications
10:30 am - 10:45 am	<b>Morning Tea Break</b>
10:45 am - 12:30 pm	Topic 2: Check Sheets and Pareto Charts
12:30 pm - 1:30 pm	<b>Lunch Break</b>
1:30 pm - 3:30 pm	Topic 3: Cause-and-Effect (Fishbone) Diagrams
3:30 pm - 3:45 pm	<b>Afternoon Tea Break</b>
3:45 pm - 5:00 pm	Practical Exercise: Applying Check Sheets and Pareto Charts

## TRAINING SCHEDULE

### Day 2

Time	Activity/Topic
8:30 am - 9:00 am	Recap of Day 1
9:00 am - 10:30 am	Topic 4: Control Charts and Scatter Diagrams
10:30 am - 10:45 am	<b>Morning Tea Break</b>
10:45 am - 12:30 pm	Topic 5: Histograms and Flowcharts for Data Analysis
12:30 pm - 1:30 pm	<b>Lunch Break</b>
1:30 pm - 3:30 pm	Practical Exercise: Developing QC Tools for a Process
3:30 pm - 3:45 pm	<b>Afternoon Tea Break</b>
3:45 pm - 5:00 pm	Case Study: Real-World Applications of the 7 QC Tools