

Feature:

At Least 90% problem can be addressed by 7 QC tool. 7 QC is data based problem solving tool and simple enough to be understood by even operators. Graphs used in 7 QC tools makes is easy to interpret and demonstrate. The course involves examples and exercises and a case study over which the training program is based.

Course Objective:

- 1) Understand the fundamental principles of problem-solving
- 2) Define problem methodology
- 3) Understand how to apply the 7 QC tools in the workplace
- 4) Implement corrective and preventive measure to avoid mistakes and improve product / service quality
- 5) Interpret and measure the effectiveness of implemented solutions

Who Should Attend?

The personnel/team member involved in continual improvement, may include employee from customer service, quality, process engineering, supplier development, production, shop floor in-charges, maintenance, etc. Applicable to both service also like banking, BPO, Logistic etc.

Course Duration:

1 Day

Course Content:

- 1) Introduction to Quality and History of 7 QC tool
- 2) Defining the problem - 5W 1H
- 3) Pareto Diagram - How to draw Pareto diagram, severity based Pareto diagram,
- 4) Fishbone diagram - Brain storming technique, generate a cause and effect diagram, classification of defects, application of control impact matrix
- 5) Scatter diagram - How to construct scatter diagram, find out correlation between two parameters, interpreting scatter diagram
- 6) Histogram - How to construct histogram , different shapes of histogram and interpretation, predicting occurrence of defect
- 7) Check sheet - how to construct a check sheet for data collection, different types of check sheet
- 8) Control chart - Plotting a control chart, plotting dispersion, interpreting whether process is stable or not
- 9) Stratification - Construction of flow charts, graphs,