



**CQE Training & Consultancy Plt** (Reg. No. : LLP 0003668 LGN)

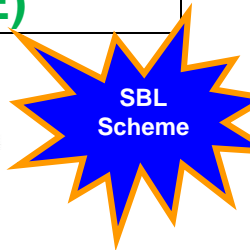
Registered Office : No. 46, Lorong Bintang, Taman Tasik Permai, 34000 Taiping, Perak. Malaysia.

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# Quality Control Circle (QCC) & 7 QC Tools Application (IN HOUSE / PUBLIC TRAINING PROGRAMME)



## Introduction

There is an increasing awareness that problem solving skill among employees is an important and essential and critical skill for organization success and to remain viable in today's very competitive business environment. Employee empowerment and involvement has made a breakthrough in employees' thinking to take responsibility for the processes that are under their control. However employees' today are plagued with increasing demands for attaining higher performance goals and sustaining performance that demands employee ability to solve problems and apply discretion where they do not normally do so until very recently.

QCC is a small group of employees, normally coming from the same work area who voluntarily meets on a regular basis to identify, determine, investigate, analyze and solve their work-related problems together in order to contribute to the improvement of the organization. It also helps respect humanity and to build a cheerful workgroup through the development of the employee's infinite and unrevealed potential. It has been the Japanese experience that 90% of the problems in the work place can be solved with simple quality control methods such as the 7 quality control tools and PDCA approach. These tools will help QCCs to do brainstorming systematically and to analyze the problems critically. Then, through logical thinking and experience, most problems can be solved. Another benefit of QCC is an improved two-way communication. The management becomes more concerned with the employee problems and, in turn, the employee becomes aware of the day-to-day problems of running an organization. Communication between departments also improves. This training program is specially designed to training QCC Members, Leaders and Facilitator on how to start a QCC team. Apart from lectures and practice sessions, this program also includes computer simulations to help reinforce participant's understanding of the QC Tools functions in Problem Solving cycles. This training program is a must for those who want to adopt the QCC way of quality improvement through teamwork and people empowerment.



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## Learning Objectives/Outcomes

Also available as  
in-house programme

After attending the course, participants should be able to:-

- Acquire awareness of the purpose, benefits and method of QCC operation;
- Be equipped with simple QCC techniques, problem solving skills and skills for effective participation in QCC activities;
- Able to use effective 7 QC tools to identify problem causes, analyze data, conduct evaluation and rectify problem for quality, productivity and cost improvement;
- Learn the Plan-Do-Check-Action (PDCA) 12 steps in project improvements
- Foster better human relations between fellow workers through group dynamics;
- Increase participation and develop the feeling of importance through QCC activities

## Program Contents

### Day 1

- **Introduction to Quality Control Circle (QCC)**
  - ✚ What is QCC ? History of QCC.
  - ✚ QCC Purpose and Its Benefits
  - ✚ How is QCC Operation ?
  - ✚ QCC Team Structure and Necessary Infrastructures
  - ✚ Roles of Management, QCC Secretariat, Facilitator, Team Leader and Members
  - ✚ An Overview of 7 QC Tools
- **Data Collection / Checksheet**
  - ✚ Data collection
  - ✚ Why are data collected ?
  - ✚ What kinds of data are collected ?
  - ✚ Common mistakes made in data collection
  - ✚ Recording Checksheets, Checklist Checksheets and Location Checksheets
- **Pareto Diagram**
  - ✚ Pareto principle
  - ✚ Why are Pareto Diagrams used ?
  - ✚ When and How to use Pareto Diagrams ?



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### ● Cause and Effect Diagram

- ✚ Brainstorming
- ✚ Importance of Cause and Effect Diagram
- ✚ When and How to use Cause and Effect Diagram ?
- ✚ Critical Factors to consider

### Day 2

### ● Histogram

- ✚ How to draw Histogram ?
- ✚ What information we can get from Histogram ?

### ● Scatter Diagram

- ✚ What is Scatter Diagram ?
- ✚ Relationship of data
- ✚ When and How to use Scatter Diagram ?

### ● Control Charts

- ✚ What is Control Charts ?
- ✚ Type of Control Charts
  - ✓ Variable Control Charts
  - ✓ Attribute Control Charts
- ✚ When and How to use Control Charts ?
- ✚ Realtime monitoring system
- ✚ Out-of-control Corrective Action
- ✚ Corrective and Preventive Action Matrix (CP Action Matrix)

### ● Stratification

- ✚ What is Stratification ?
- ✚ Stratification principle
- ✚ When and How to use Stratification ?

### ● Flow Charting

### ● 1 H and 5 W

### ● 12 Steps in PDCA Cycle



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## Training Methodology

The program would be conducted by using the following materials / aids:-

- ✚ Course Note
- ✚ LCD / OHP
- ✚ Group Activities / Workshop
- ✚ Video Showing – Origin of QCC, 7 QC Tools, PDCA 12 Steps Approach
- ✚ Lecturettes

## Duration

2 Days

## Participants

Production, Operation, Quality and Supporting Department executives, supervisors, line leaders who are involved in QCC quality and productivity improvement projects execution and implementation.

## Facilities Needed

LCD Projector, OHP Projector, Whiteboard, Flip Chart, Normal Scientific Calculator.

