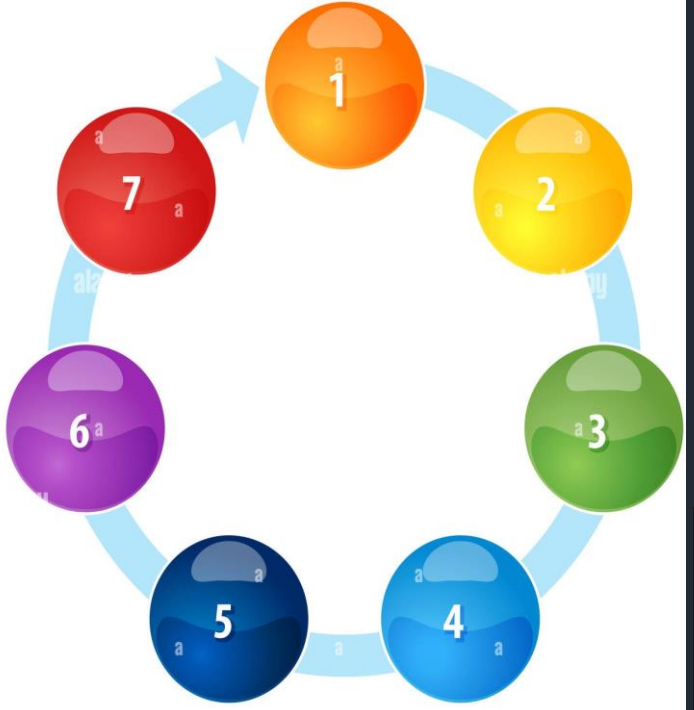

7 QC TOOLS With Root Cause Analysis (RCA)

Date: 31 May – 1 June 2023
Time: 9 am – 5.30 pm
Venue: Eastin Hotel, Petaling Jaya
Course Fees: RM 1, 700

(inclusive SST)

*HRDC Claimable / payable to MEF Academy Sdn Bhd

CLICK HERE

Preamble

The major challenges confronting organizations today are driven by globalization and quality. In this era of mega-competition, Quality has become an important means of competition. Quality can make a major contribution to an organization's profitability because quality improvement results in cost-savings, increases productivity and induces customer loyalty.

Study has shown that the most effective way to improve quality is to eliminate the non-quality element that is causing quality problems in the workplace. To do these a set of systematic problem solving techniques can be employed in QC and QA.

This program is tailored to impart such a know-how to the staffs to assist them in solving their workplace problems. With their skills polished it will give them the poise and confidence to face the future challenges of the organizations. The Japanese has used the very same techniques from the 1950's till this very day.

The benefits are obvious. Japanese companies have succeeded in cutting costs and saving resources through better quality control.

By the end of the program, participants will realize that solving a quality problem is not arbitrary or based on chance but it has to done and presented in a systematic manner employing the appropriate tools and techniques and it has to be managed like a project.

Objective

Provide participants with understanding to,

1. Develop conceptual thinking skills for planning and implementing quality improvement
2. Develop analytical thinking skills for systematic quality problem solving
3. Present quality problem analysis in a structured format
4. Use the 7 QC Tools, 5W, 1H and Brainstorming techniques in the process of problem solving

Methodology

- Mixed mode format of lecture and discussion
- Trainer led presentations
- Group exercises
- Practical workshop – Live Gemba Gembutsu to find root cause where permitted by the management
- Language of delivery can be in English or Bahasa Malaysia.

Day / Time	Course Content
Day 1	**Introduction**
Time: 9 am – 5.30 pm	Practical Construction and Application of 7 QC Tools
Lunch: 1 am – 2 pm	**Tool No. 1 : Check Sheet – Baseline Data Collection For Theme Selection and Evaluation**
	• Collect useful data / information • Makes data / information easy to find and easy to use • Shows frequency of problem happening • Helps decide / distinguish between an opinion or a fact • Different kind of Check Sheets are used in different situation
	Tool No. 2 : Charts and Graphs – Target Setting and Trend Analysis
	• Representation of data (numbers) put into graphical form • Easily understood at a glance • Appeal to peoples sense of sight • Shows clearly when situation or trend changes
	Tool No. 3 : Pareto Analysis – Analysis of Current Condition & Prioritization of Problem
	• Used to quantify and identify the main cause of a problem • Assign priorities to activities to solving a problem • Show progress achieved towards solving a problem

Day / Time	Course Content
Day 2	**Tool No. 4 : Fishbone Diagram – Analysis of Root Cause of Problem**
Time: 9 am – 5.30 pm	• Used as a tool to analyze possible causes • Analysis based on 4M factor or 4P factor • Infuse the use of "Why-Why" method
Lunch: 1 am – 2 pm	**Tool No. 5 : Histogram Diagram – Analysis of Frequency of Occurrence and Distribution or Spread of A Characteristic**
	• Analysis of the distribution, shape and interpreting the distribution curve • Measures of Central Tendency & Spread and Normal Curves • Learning which measure is best to describe Central Tendency - Mean, Median & Mode
	Tool No. 6 : Stratification – Differentiate Data Or Information
	• To different classification based on factors • Analyze possible cause factor to a problem
	Tool No. 7 : Scatter Diagram – Analysis of Correlation of Cause & Effect
	• To determine correlation between two variables • To determine the strength and nature, positive or negative of the correlation • Used as a tool for analysis and verification of hypothesis / root cause
	Writing A Good Corrective Action Report
	• Details of Non Conformity • Description of Correction taken • Description of Root Cause Analysis using Why-Why & Fishbone Technique • Description of Corrective Action and Improvement
	Discussion and Closing

TRAINERS PROFILE

NG CHUK PENG

Mr. Ng is the principal consultant for Total Quality Management (TQM), Quality Management System, Quality & Productivity Improvement, and Operation Management programmes, Mr. CP Ng, his involvement in Quality Management began in 1981 when he was with Matsushita Electric Company (Melcom) responsible for Quality Control. In between tours of duty, he was responsible for leading the Pioneer Quality Control Circle (QCC) of Melcom during the “Look East Policy”.

After leaving Melcom, he was an NDT engineer with Oilfield Inspection Services, UK (OIS). Leaving OIS for Hitachi Consumer Products (M) Sdn Bhd., he served in several capacities as Quality Assurance, Production and Sales Manager. CP Ng was responsible for setting up the ISO 9001 Quality Management System and ISO 14001 Environmental Management System and was also responsible for OHSAS Safety & Health programmes and was an internal Occupational Safety & Health auditor for his previous companies prior to becoming a full-time consultant. He has guided Hitachi’s SGA group Master Q to become the national champion of the NPC QCC convention in 1995. Master Q was selected to represent Malaysia in the ICQCC 1996. . He has also guided Denso (M) Sdn. Bhd’s QCC team “MF Brothers” to achieved “3 Stars Gold Award” in the national NPC ICC convention in 2004. MF Brothers is selected to represent Malaysia in the ICQCC 2005 in Korea.

CP Ng has lectured at Stamford College and is currently a regular lecturer for Newport University (KL) and Irish International University accredited TQM Program. He has written articles for Society of Environmental Auditors Malaysia (SEAM) bulletin on subjects pertaining to Quality Management System.

CP Ng received his tertiary education majoring in electromechanical engineering. He also has a BA from Canadian Chartered Institute of Business Administration. He then obtained his Post Graduate Diploma in TQM (NU of Hong Kong) and MBA in TQM (Newport University, USA).

Among the clients that has consulted to and trained by CP Ng are Spectralink Auto Relays, Matsushita Precision Capacitors, Direct Access Division of Southern Bank Bhd, Lembaga Hasil Dalam Negeri (Sibu, Kuching & KL), Ceramica Indah Sdn Bhd (Kuching), See Sen Chemical Berhad, T & D Traffic Consultant Sdn Bhd, Asian NDK Crystal, Joubert S.A., MAC Technology, Denso (M), Sime Rengo Packaging, Matsushita HRDC, Ikutmaju Sdn Bhd (Tawau), Perbadanan Pembangunan Perumahan (Kuching), Kendek Industry Sdn Bhd, TRW Automotives, Mayduct Technology, Samling Plywood (Miri) Sdn Bhd, Top Glove Sdn Bhd, Avago Technologies, Basf-Petronas, BASF Asia Pacific Servies, Terreal (Malaysia), LaFarge Cement, NSK Micro Precision, Marulee (Malaysia), Benkert (Malaysia), Fajar Cables, Hitachi Electronic Products, Nichicon (Malaysia), Ekowood International, Agilent Technologies, Escatech (M), Nippon Electric Glass, Lam Soon Edible Oil, IS Industries, Wellcall Hose, Nippon Hi-Pack, Shin-Etsu Polymer, CCM, Yik Soon (M), Harta Packaging, Itami Plastic Corporation, Berjaya Knitex, Leap Venture Sdn Bhd, Syarikat Metal Industries of Malaysia Sdn Bhd, Epson Precision (M) Sdn Bhd, Golden Evolution Sdn Bhd (Taiping), Nippon Wiper Blade Sdn Bhd, Takanichi SIM, Toyota Boshoku, Shin Yang Shipyard (Miri), Kamunting Textile Industries, ACE Extrusion, and others.

CP Ng is an Associate Member of SEAM and has qualified for Fellowship from Canadian Chartered Institute of Business Administration (CIBA).