



AFOES CONSULTANTS

Management System Consultants & Educators

7 QC Tools

Course No: 99779197



Who Should Attend

- **CEO's**
- **Senior Managers**
- **Professionals from Marketing, Finance, Sales, Quality and Service.**
- **Teams are encouraged to attend for maximum benefit.**

Introduction

- Is your organization fire fighting with its product and service delivery?
- Are you producing rejects and scrap?
- Are you meeting your customer specifications?
- Can you hold the gains of your quality improvements?
- Do your workforce have a poor morale?



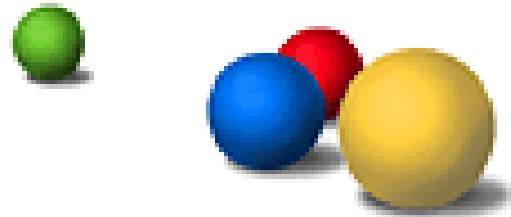
7 QC Tools is fundamental for Continuous Improvement and is delivered in a take-back-and-do approach. This 7 QC Tools training will show the delegates the basics of teamwork and problem solving. This 7 QC Tools training will ensure all team members have a unified approach to problem solving. Although this course appears simple, unless delegates have the same approach, there will be undue waste of time since employees cannot agree on a common method of problem solving. The course shows how the 7 QC Tools are used in problem solving through Quality Circles. Delegates should find immediate applications for 7 QC Tools.

Business Benefits

The 7 QC Tools Training enables the delegates to:

- Learn and practice the use of the 7 QC tools
- Understand and use the Check / Tally Charts
- Understand and use Process Flow Charts
- Understand and use Trend and Bar Charts
- Understand and use Cause - Effect Diagrams
- Understand and use Pareto Analysis
- Understand and use Scatter Diagrams
- Understand and use Control Charts
- Collect and use factual information in a scientific way
- Work in teams to solve problems for mutual and company wide benefits
- Use effective problem solving methods to increase productivity and cooperation
- Make presentations of their success to peers and management

Course structure



Day 1 (AM)	Day 1 (PM)
<p>Why 7 QC Tools?</p> <ul style="list-style-type: none"> • Deming's PDCA • Problem Solving Process • Quality Control Circles <p>What are the 7 QC Tools?</p> <ul style="list-style-type: none"> • Process Flow Charts • Check Sheet • Trend Chart • Histogram • Cause Effect Diagram • Scatter Diagram • Control Charts <p>7 QC Tools - Process Flow Charts</p> <ul style="list-style-type: none"> • How to use it • Design • Use and interpretation 	<p>7 QC Tools - Check Sheet</p> <ul style="list-style-type: none"> • How to use it • Design • Use and interpretation <p>7 QC Tools - Trend Chart</p> <ul style="list-style-type: none"> • How to use it • Design • Use and interpretation <p>7 QC Tools - Histogram</p> <ul style="list-style-type: none"> • How to use it • Design • Use and interpretation
Day 2 (AM)	Day 2 (PM)
<p>7 QC Tools - Cause Effect Diagram</p> <ul style="list-style-type: none"> • How to use it • Design • Use and interpretation <p>7 QC Tools - Scatter Diagram</p> <ul style="list-style-type: none"> • How to use it • Design • Use and interpretation <p>7 QC Tools - Control Charts</p> <ul style="list-style-type: none"> • How to use it • Design • Use and interpretation 	<p>Brainstorming</p> <ul style="list-style-type: none"> • How to use it • Use and interpretation <p>Deming's PDCA</p> <ul style="list-style-type: none"> • Problem Solving Process • Quality Control Circles • Use and interpretation <p>Summary</p> <ul style="list-style-type: none"> • Discussion <p>Conclusion</p>

Approach

With the emphasis on practical application, the sessions will run with delegates working in rolling teams on tasks and discussions, followed by syndicates of 2/3 analyzing and discussing the techniques in review and how/when/where they could be applied .

Lecturer

The lecturing team is comprised of professionals who have been especially selected for their recognized knowledge and experience in the field of Business Process Improvement, Business Process Re-engineering and Six Sigma.



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