



MAESTRO
CONSULTANTS

**EFFECTIVE
PROBLEM
SOLVING AND
7 QC TOOLS**



COURSE OUTLINE 2020

Contact Us On :

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TRAINING TITLE

EFFECTIVE PROBLEM SOLVING AND 7 QC TOOLS

VENUE

Dubai, UAE

DURATION

5 Days

DATES

31 May - 04 June 2020

PRICE

US\$4,000 per attendee including training material/handouts, morning/afternoon coffee breaks and Lunch buffet daily.

TRAINING INTRODUCTION

The need to meet and exceed customer expectations in a cost competitive environment makes the correct usage of the 7 QC (Quality Control) Tools imperative today for a unified and systematic approach to team problem solving. The tools help to develop and sustain a strong customer focus and improve all processes by identifying rejects, determining causes, suggesting improvements, and establishing tractability of each process. The 7 QC tools are fundamental for Continuous Improvement.

TRAINING OBJECTIVES

At the end of this training, participants should be able to:

- Understand the fundamental principles of problem-solving
- Understand how to apply the 7 QC tools in the workplace
- Comment critically on corrective actions raised as a result of applying the tools
- Take ownership of applying 7 QC Tools as a corrective and preventive measure to avoid mistakes and improve product / service quality
- Interpret and measure the effectiveness of implemented solutions

TRAINING AUDIENCE

All personnel / team members directly involved in continuous improvement / quality improvement initiatives from both the manufacturing and service (including banking and finance, logistics, healthcare, government and public service) sectors

COURSE OUTLINE

- Procedures For Problem Solving Using The 7 QC Tools
 - Making use of data to increase productivity
 - Applying the 7 QC Tools towards problem-solving
- The Pareto Diagram
 - How to construct Pareto Diagrams
 - How to classify the defects and display using a Pareto Diagram
 - How to identify the problems in their order of severity
 - How to get a hand on the real problem from among many
- The Fishbone Diagram (Cause & Effect Diagram)
 - How to construct Fishbone Diagram
 - How to generate all the probable causes for every defect
 - How to apply the Brainstorming Technique during problem solving meetings
 - How to search out and organize all possible factors
- Process Flow Chart
 - How to construct a Process Flow Chart
 - Considerations for constructing process flow charts
 - How to interpret process flow charts
- Checksheet
 - What is the best method to take down data simply?
 - How to prevent inspection slip-throughs
 - How to construct simple Checksheets for convenient usage in the workplace
- The Histogram
 - How to know and predict occurrence of defects
 - How to construct a Histogram
 - How to interpret various shapes of a distribution diagram
- Scatter Diagrams
 - Is there a way to find out a correlation between the cause and effect of a problem?
 - How to construct a Scatter Diagram
 - How to interpret the Scatter Diagrams

- Control Charts
 - Why do defects occur?
 - Is it due to dispersion?
 - How to plot these dispersion over a period of time to determine the probable cause of dispersion
 - How to interpret whether a process is stable or not

TRAINING CERTIFICATE

MAESTRO CONSULTANTS Certificate of Completion for delegates who attend and complete the training course

METHODOLOGY

Our courses are highly interactive, typically taking a case study approach that we have found to be an effective method of fostering discussions and transferring knowledge. Participants will learn by active participation during the program through the use of individual exercises, questionnaires, team exercises, training videos and discussions of “real life” issues in their organizations. The material has been designed to enable delegates to apply all of the material with immediate effect back in the workplace.