

Development Programme endorsed by ILM UK

QUALITY CONCEPT & MANAGEMENT

20, 21, 27 & 28 October 2020, 9am – 5pm @ ITS Management Sdn Bhd Melaka

Course Fee Fully Sponsored by HRDF
under B40 CAPACITY BUILDING
(B40CaB) Scheme



TARGET GROUP

- ✓ Malaysians from B40 household income group and
- ✓ Employees of HRDF registered employers

COURSE CONTENT

INTRODUCTION

A training program that focuses on the practical aspects of achieving effective QA/QC results for all QC & QA personnel in carry out their daily task. It provides the basic foundation and gives the basic QC tools and management skills to all IQC/QA inspectors, executives and managers. Approach to set up effective QC committee also discussed in the session.

Appropriate culture and behaviours needed to install among the QC/QA personnel will be discussed in this training session. Further to above, tools such as inspection techniques, quality assurance techniques, quality system and other relevant skills will be explored during the training session.

OBJECTIVES

- At the end of training program, the participants able to
- Understand the Concepts & Goals of QC & QA
 - Understand the Process of Developing a Quality Plan
 - Identify the Steps of Creating Quality SOP and Documentation

COURSE CONTENT

Understanding Quality

- Definition of Quality
- Types of Quality Problems
- Quality Management Principles

Developing a Quality Plan

- Identifying Your Customer Requirements
- Activities to Achieve Quality Targets
- Getting Customer to Accept Quality Plan

Quality Control

- Concepts of QC
- Goals of QC
- Three Steps in QC

Quality Assurance

- Concepts of QA
- Goals of QA
- Internal Audits
- External Audit

Forming a Quality Team

- Roles of Quality Officer / Manager
- Gaining Team Commitment
- Promoting Awareness of Customer Requirements
- Computerising Quality Management System Documentation
- Managing Process for Continual Improvement

Quality Assurance Management

- Writing Quality SOP
- Quality Documentation
- Product identification and Traceability
- Vendor Selection and Evaluation
- Vendor Certification

Inspection Points / Items

- Customer Requirements
- Critical Inspection Areas

Acceptance Sampling

- Types of acceptance sampling
- Military Standard E105

In Process Quality Control (IPQC)

- Setting-up and Managing IPQC
- IPQC Audit Items

Reworking Procedure

- Rework Flow Chart

Quality Data Management

- Defect Description
- Creating Quality Defect Database
- Summary of Weekly / Monthly Quality Problems
- Setting Quality Targets

Handling Quality Problems

- Customer Complain Procedure
- Quality Problem Meeting
- Quality Corrective Action Reports (CAR)

Eradicating Quality Problems

- Application of QC Tools
- Mistake Prevention Approach
Towards Achieving Zero Defect / Complains

Implementing Quality Practice

- ISO 9001: 2015
- GMP
- QCC, Kaizen

Total Quality Management

- Principle of TQM

DURATION

4 Days