

MBizM™ QUALITY IMPROVEMENT TEAMS & 7QC TOOLS TRAINING



INTRODUCTION

- ♦ A Quality Improvement Team (QIT) is a small group of workers (6-10 persons) from the same unit who meet regularly to identify, select and analyse work-related problems. QITs are also called Quality Control Circles (QCC).
- ♦ This training package gives an overview of QITs and the relevant tools (7QC Tools) for teamwork in problem-solving exercises.
- ♦ This training package will give a new perspective of team meetings that will shorten meeting times, give a clear focus to the purpose of the meeting, and assure that everyone has the same opportunity to contribute to the solution.
- ♦ This package is for everyone in the manufacturing / service sectors.

Duration = 2 Days

COURSE CONTENT / CURRICULUM

DAY 1:

- ♦ Introduction to QITs/QCCs
- ♦ Roles of Management, Facilitators, Leaders, Recorders and Members
- ♦ 5W2H Problem Solving Approach
- ♦ 7 QC Tools:
 - Check Sheets
 - Pareto Charts
 - Flow Charts
 - Cause and Effect Diagrams

DAY 2:

- ♦ Conducting a QIT/QCC Meeting
- ♦ PDCA Project Reporting Structure
- ♦ Making QIT/QCC Presentation
- ♦ QIT/QCC Implementation Plan
- ♦ 7 QC Tools:
 - Cause and Effect Diagrams (Continued)
 - Histograms
 - Scatter Diagrams
 - Control Charts

7QC TOOLS

Participants will be well-versed with the following Tools at the end of the Training:

- ♦ Check Sheets
- ♦ Pareto Charts
- ♦ Flow Charts
- ♦ Cause and Effect Diagrams
- ♦ Histograms
- ♦ Scatter Diagrams
- ♦ Control Charts

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