

QUALITY CONTROL TECHNIQUES COURSE OUTLINE

Course objectives:

This course aims to give participants (production and quality control personnel) ideas on applying basic quality control techniques in their organizations. The construction and use of quality control charts, the roles of inspection and testing, the do-it-right-first-time (and every time) concept and continuous improvement are covered as basics. As part of this course, group work and case studies are provided to ensure a firm grasp of the concepts learnt. An appreciation of basic statistics is a requirement before admission into this course.

Course Contents:

- **History of Quality**
- **Developing a quality culture in an organization**
- **Basic statistical calculations**
- **Identification of quality costs**
- **Setting up a quality control program**
- **Design and use of quality control charts**
- **Group work and presentations**

Length of course: 3 days

Target Group: Production and quality control personnel

Course fees: As advertised.