

QUALITY CONTROL CIRCLE (QCC)

INTRODUCTION

A QCC is a small group of staff, usually coming from the same work area who voluntarily meet on a regular basis to identify, investigate, analyze and solve their work-related problems together in order to contribute to the improvement of the enterprise. It also helps respect humanity and to build a cheerful workgroup through the development of the staff's infinite potential. It has been the Japanese experience that 95% of the problems in the workshop can be solved with simple quality control methods such as the 7 quality control tools [Ishikawa, 1986]. These tools will help QCCs to do brainstorming systematically and to analyze the problems critically. Then, through logical thinking and experience, most problems can be solved. Another benefit of QCC is an improved two-way communication. The management becomes more concerned with the staff problems and, in turn, the staff becomes aware of the day-to-day problems of running an organization. Communication between departments also improves. QCC program in general requires the same framework as ISO 9000 quality standards regarding the management structure and in-company training. Therefore, QCCs should be part of any company's Total Quality Program. Organizations that introduce QCC programs also helps to establish customer confidence. This training program is specially designed to training QCC Members, Leaders and Facilitator on how to start a QCC team. Apart from lectures and practice sessions, this program also includes computer simulations to help reinforce participant's understanding of the QC Tools functions in Problem Solving cycles. This training program is a must for those who want to adopt the QCC way of quality improvement through teamwork and people empowerment.

COURSE CONTENTS: (3 Days Program)

1. Introduction:
 - What is QCC? History of QCC.
 - QCC benefits and problems.
 - Role of Management, QCC Facilitator, QCC Members
 - Definition of Quality.
 - PDCA: Problem solving approach and creativity
 - Effective group problem solving
2. Exercises 1 :
 - Case Study 1: Identifying quality issues at workplace.
 - Definition of problems
 - Systematic problem solving approach.
 - QC Tools and applications
 - Brainstorming and questioning techniques
3. Effective meetings and communication:
 - Concept of Motivation, Teamwork, Commitment and Productivity
 - Effective communication and basic interpersonal skills
 - Conducting QCC meetings and proceedings
4. Exercise 2:
 - Case Study 2
 - Forming a start-up QCC to solve work-related problems
 - Conducting a QCC meeting
 - Application of PDCA Cycle
 - Using 7 QC Tools in problem solving.

5. Making QCC Presentation
 - Establishing a Quality improvement (QI) story
 - What to present in a QCC presentation
 - Team efforts in QCC presentation
6. QCC Implementation Plan
 - Considerations in implementing QCC
 - Action plans

COURSE OBJECTIVES :

At the end of the course, participants will..

- Gain awareness of the purpose, benefits and method of operation of QCC
- Be equipped with simple QCC techniques, problem solving skills and skills for effective participation in QCC activities
- Foster closer human relations within fellow workers through group dynamics and work as a team
- Increase participation and develop the feeling of importance through QCC activities

WHO SHOULD ATTEND:

- QCC Facilitators, Leaders and Members

ADMINISTRATIVE DETAILS

Duration : 3 days
Time : 9.00am – 5.00pm
Venue : In-house or external training program

Language Medium: English

TRAINER:

Nelson Kok is a graduate from the Universiti Sains Malaysia, and holds a Master in Business Administration and B.Sc (Hons) degree in Physics. He has more than 19 years of work experience, working with both multinational companies such as AT&T Consumer Products Pte Ltd, Corner Peripherals Sdn Bhd, Read-Rite (M) Sdn Bhd, and as well as local companies such as Globetronics Technology Berhad, Amquest Sdn Bhd and GGN Solutions Sdn Bhd. He is currently an entrepreneur running his own business and also an external consultant to various training providers.

He started his career as a Production Supervisor, Production Manager, HRD/Training Manager, TQM Manager and IT Manager. In the last 5 years, he held the position of General Manager in an Information and Communication Technology (ICT) company where he gained Internet Technology (IT) skills and entrepreneurial experience. Throughout his career, he was a certified trainer for many management, quality and productivity programs such as *5S Good Housekeeping*, *SPC*, *QCC*, *Quality Improvements using 7QC Tools*, *7 Steps Problem Solving*, *QIT*, *TQM*, *MRPII*, *ERP*, *Team Building Program*, *Effective Meetings Workshop*, *Effective Supervisory Skills*, *Problem Solving & Decision Making*, *Effective Time Management*, *Motivation At Work*, *Frontline Leadership Program*, and *7 Habits of Highly Effective People*. He has also conducted many quality audits and was directly involved in company's ISO 9002 and Quality Management Excellence Award (QMEA) certifications. He is currently involved in research, development and marketing of Internet Control Solutions and software packages. Nelson's area of specialization is in helping organizations to achieve higher productivity using proven Management, Quality and IT tools and techniques.