PENGENALAN
Problem solving is an essential part of work. Conventional 7 QC Tools are good in mainly analyzing data but certain facts cannot always be adequately expressed by numerical data alone. To solve these, we need to embrace culture in which all use their heads, generate ideas, & exercise their abilities in the total quality activities, we need to create order out of chaos.

OBJEKTIF
Upon completion of the course, participants will be able to:
- Understand the 7 QC (Quality Control) Tools
- Use quality tools to communicate and resolve problems at their workplace systematically
- Link statistically tools in problem solving so that quality improvement is realized
- Gain an excellent understanding of how important it is to resolve problems based on facts rather than personal biases
- Enhance self confidence and presentation skills

SIAPA YANG HARUS HADIR
Engineer, Executives, Supervisors and Line Leaders from the Operation, Engineering, Production and Quality Departments and others who are most likely to use problem solving techniques at work.

METODOLOGI
Lecture, Group discussion/activity and case study.

PENGAJAAR
Mr Gan, is a PSMB approved trainer. He holds the Bachelors Degree in Economics and Master in Business Administration. During his studies on masters, he specializes in the area of Supply Chain Management. With a combination of Economics, Management and Supply Chain, he has made him a sought after facilitator in various aspects and areas of training. He is extremely fluent in Bahasa Malaysia and English and this helps him to truly reach all level of his audience.

Gan has more than 12 years of working experience both in manufacturing as well as service sector. He has served in both manufacturing and service sector. He has served in one of the Malaysia’s well known fast food chain as the manager, before he joined the manufacturing in the paper board packaging industry. He held a senior position in the industry before he left and joined a reputable trade organization. Here is where, he equipped himself with vast knowledge and experience of industries and had presented several papers on industries to the government agencies / departments. His experience ranges from industries such as manufacturing, academic, retail and others. He has trained several manufacturing as well as servicing companies all over the country in the area of supply chain, management, supervisory, motivational, etc. He has been described as an inspiring and dynamic speaker. Gan has coached and trained over hundreds of participants including senior executives, executives, supervisors, clerical staff and many others. Currently, he conducts training programs in the area of supply chain, management, supervisory, clerical, motivational, outdoor/indoor teambuilding and good work ethics.

FEES
RM 799/per participant
(Fees include Program Materials, Refreshment, Lunch & Certificate of Attendance)

REGISTRATION & PAYMENT
- Please scan and email the completed registration form to achievertac@gmail.com
- Cheque with correct payment made in favour of “ACHIEVER TRAINING AND CONSULTANCY SDN. BHD.”, must be forwarded to us before or on the program date OR
- Payment by cash needs to be banked-in before the program date & bank-in slip to be faxed to us OR
- Walk-in participants must pay cash on the program day.

CANCELLATION PROCEDURES
- ANY CANCELLATION OF REGISTRATION SHOULD BE IN WRITING TO US
- Cancellation within 3 days prior to the program – no refund * Cancellation 6 days prior to the program - full refund
- REPLACEMENT IS ACCEPTABLE WITH NO ADDITIONAL COST

For further enquiries and registration, please contact us at:
Tel: 019-678 5722
E-mail: achievertac@gmail.com/vrachiever@gmail.com
Website: http://achievertac.weebly.com

KANDUNGAN KURUSUS
- Apa itu Kualiti?
- Kepentingan Kualiti dalam pengeluaran
- Cara terbaik Mengawal Kualiti dalam pengeluaran
- Kesan akibat kualiti yang rendah
- Penggunaan 7 Alat QC dalam Mengawal Kualiti

- Alat 1: Stratification
- Alat 2: Pareto Diagram
- Alat 3: Cause and Effect Diagram
- Alat 4: Check Sheet
- Alat 5: Control Chart/Graph
- Alat 6: Histogram
- Alat 7: Scatter Diagram

REGISTRATION FORM
Dear Sir,

Please register the following participants for the above program:

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Enclosed is our cheque / bank draft no. ………………………. for RM …………………. being payment for the registration of ………… participant(s) made in favour of the “ACHIEVER TRAINING AND CONSULTANCY SDN. BHD.”

Submitted by:
Name: …………………………………………………………………………………………….
Designation: …………………………………………………………………………………………….
Company: …………………………………………………………………………………………….
Address: …………………………………………………………………………………………….
Tel No.: …………………. Fax No.: ………………….

Fees: RM 799/pax
Free: GOODY BAG

Hotel Orkid, MELAKA
16 & 17 February 2015 (Mon. & Tues.)
9.00 am – 5.00 pm