



SETTEC
THE TRAINING HOUSE!

Quality Assurance and Management

Objectives:

Participants will be trained to gain:

- An understanding of the basic quality concepts.
- The ability to use quality tools for data analysis.
- Knowledge of alternative quality measures.
- The ability to use quality measurement and control tools.
- The ability to identify quality improvement opportunities.
- Knowledge of quality assurance and management systems.
- The ability to assess the process capability.
- Knowledge of the basics of total quality management and its implementation.
- Knowledge of the basics of quality engineering.
- The ability to develop an integrated plan to improve quality and create the required awareness for its success.

Contents:

- Basic quality concepts
- Quality costs and productivity
- Quality measurement
- Quality Tools I
 - Quantitative data analysis
 - Run charts
 - Scatter Diagrams
 - Pareto charts
 - Histograms
 - Cause-and-Effect Diagrams
- Sampling plans
- Quality assurance
- The ISO 9000:2000 model for quality assurance and management
- Documentation and auditing
- Total quality management
- The 6 σ model for implementing total quality management
- Quality Tools II
 - Determining process capability
 - Forecasting
 - Control charts
 - Introduction to design of experiments

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Target group

Quality and production specialists and process supervisors.

Language:

- The materials for the trainees will be in English.
- The language of instruction should be in Arabic / English.