

The 7 Basic Quality Tools

Objectives:

This topic actually contains an assortment of tools, some developed by quality engineers, and some adapted from other applications. They provide the means for making quality management decisions based on facts. No particular tool is mandatory; any one may be helpful, depending on circumstances. A number of software programs are available as aids to the application of some of these tools.

Kaoru Ishikawa contends that 95% of a company's problems can be solved using these seven tools. The tools are designed for simplicity.

Contents:

Day 1:

Introduction

- Introduction to Team Dynamics
- Terms and Definitions
- Data Collection

Tool # 1: Check Sheet

- Production process distribution checks
- Defective item checks
- Defect location checks
- Defective cause checks
- Check Sheets Examples

Tool #2: Pareto Diagram

- Rule of 80/20
- How To Make Pareto Diagram
- Pareto Examples

Day 2:

Tool #3: Histogram

- Data Center and Spread
- Types of Data (Normal / Skewness)
- How to Make Histogram
- Examples of Histograms

Tool #4: Cause and Effect Diagram

- Sources Of Variation
- Creating A Cause And Effect Diagram
- How to Make A Cause And Effect Diagram
- Examples Of Cause And Effect Diagrams

Tool #5: Scatter Diagram

- Relationship Between Paired Data
- How to Make A Scatter Diagram
- Examples Of Scatter Diagrams

Day 3:

Tool #6: Control Charts

- Control Charts for Variable Data
- Control Charts for Attribute Data
- Examples Of Control Charts

Tool #7: Flow Charts

- Types Of Flow Charts
- How to Make A Flow Charts
- Examples Of Flow Charts

Target group:

This course is designed for production and quality managers, Quality Engineers , supervisors and any possible member of Improvements or analysis projects In general, organizations at any level.

A bachelor degree in business or engineering is required for participating in this course.

Language:

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