

7 NEW QUALITY CONTROL (QC) TOOLS



Duration: 2 Days

PROGRAM OVERVIEW

The 7 New Quality Control (QC) Tools were developed to complement the 7 Basic QC Tools. The new set of tools focuses on qualitative data presentation for generation of ideas and plans formulation in quality management and operational practices

COURSE CONTENTS

- History of 7 New QC Tools
- Benefits of incorporating 7 New QC Tools
- The 7 New QC Tools – Affinity Diagram, Relations Diagram, Tree Diagram, Matrix Diagram, Arrow Diagram, Process Decision Program Chart (PDPC) and Matrix Data Analysis

OBJECTIVES

- Use each of the 7 New QC Tools to resolve operational issues
- Define the purpose and applications of each of the tools
- Facilitate the use of the 7 New QC Tools during discussion in quality improvement teams

WHO SHOULD ATTEND?

Managers, project leaders, team leaders, and facilitators, and other employees involved in quality and problem-solving activities.

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