

APPLYING STATISTICAL TOOLS TO CONTROL ENTERPRISE'S QUALITY

Code: **PI.SPC.M1**

Introduction:

In market economies, business environment is constantly changing, so enterprises must continually improve the work process and improve the quality of our products and services to increase profits, and businesses need to maintain, current quality control of products on the market and must maintain, control the process to create products and services.

Applying statistical tools to help businesses identify and determine the variation in quality of product and process quality in the system, thereby helping enterprises to determine the cause and offer solutions to improve the quality of product/ process. Effective application of statistical tools in the operation of the business will bring significant benefits in reducing costs, improving productivity and product quality.

Course Objective

This training course designed aim to help the participants:

- Understanding and applying statistical tools to aim solution quality problems;
- To choice and apply on production processes in fact, services provide of enterprise to quality control of products and processes;
- Using minitab software to established diagrams on data analysis process;
- Improvement quality management system in enterprise by select and apply statistical tools in order to meet the ISO 9000:2008 requirements

Course content:

1. Introduction of quality and quality control;
2. Introduction of process and process control;
3. Role of statistical in process control;
4. Some statistical tools popular use in quality control:
 - Seven tools of traditional tools or 7 quality control (QC 7 tools);
 - Seven new tools (7 new QC tools).
5. Statistical application experiences in advance countries;
6. Using statistical tools in process control;
7. Using minitab software to established diagrams on data analysis process;
8. Case study apply for infact;
9. Examination at the end training couese;

Participant:

- Department Managers;
- Quality and Technical Officers, foreman
- Everyone who is interested.

Trainer: Expert from Vietnam Productivity Centre.

Training fee: 1.575.000 VND/ 01 person/ 3 days (included 5% VAT)

(Includes: Training materials, certificate, tea breaks, lunches and other organization fee).

Duration: From 19 to 21 May 2010 (from 8:30 to 17:00)

• **Chất lượng/Quality**

ISO 9001:2008

Lead Auditor ISO 9001:2008

ISO/TS 16949

ISO/IEC 13485

• **Môi trường/Environment**

ISO 14001

Lead Auditor ISO 14001

• **An toàn và sức khỏe/ Heath and Safety**

OHSAS 18001

SA 8000

• **An toàn thực phẩm/ Food Safety**

GMP

HACCP

ISO 22000

• **Phòng thử nghiệm/ Laboratories**

ISO/IEC 17025

ISO 15189

• **An ninh thông tin/ Information Security**

ISO/IEC 27001

ISO 15189

• **Công cụ cải tiến/ Improvement tool**

KPIs

Balanced Scorecard

HRM

TPM

Lean-Six Sigma

Đo lường, đánh giá năng suất

TQM

QCC

Kaizen

5S

SPC/ FMEA

CRM/CSM

Knowledge Management