

# MBizM™ QUALITY IMPROVEMENT TEAMS & 7QC TOOLS TRAINING



## INTRODUCTION

- ◆ A Quality Improvement Team (QIT) is a small group of workers (6-10 persons) from the same unit who meet regularly to identify, select and analyse work-related problems. QITs are also called Quality Control Circles (QCC).
- ◆ This training package gives an overview of QITs and the relevant tools (7QC Tools) for teamwork in problem-solving exercises.
- ◆ This training package will give a new perspective of team meetings that will shorten meeting times, give a clear focus to the purpose of the meeting, and assure that everyone has the same opportunity to contribute to the solution.
- ◆ This package is for everyone in the manufacturing / service sectors.

**Duration = 2 Days**

## COURSE CONTENT / CURRICULUM

### DAY 1:

- ◆ Introduction to QITs/QCCs
- ◆ Roles of Management, Facilitators, Leaders, Recorders and Members
- ◆ 5W2H Problem Solving Approach
- ◆ 7 QC Tools:
  - Check Sheets
  - Pareto Charts
  - Flow Charts
  - Cause and Effect Diagrams

### DAY 2:

- ◆ Conducting a QIT/QCC Meeting
- ◆ PDCA Project Reporting Structure
- ◆ Making QIT/QCC Presentation
- ◆ QIT/QCC Implementation Plan
- ◆ 7 QC Tools:
  - Cause and Effect Diagrams (Continued)
  - Histograms
  - Scatter Diagrams
  - Control Charts

### 7QC TOOLS

Participants will be well-versed with the following Tools at the end of the Training:

- ◆ Check Sheets
- ◆ Pareto Charts
- ◆ Flow Charts
- ◆ Cause and Effect Diagrams
- ◆ Histograms
- ◆ Scatter Diagrams
- ◆ Control Charts

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