

# JAPAN QUALITY MANAGEMENT CERTIFICATE (QC KENTEI) – LEVEL 3 –

~Affirm your company's reputation on high-quality products which have been strictly controlled by professional QA/QC department!~



## OBJECTIVES



- Raise awareness of quality management and product quality improvement.
- Know how to collect & analyze data, and know how to use QC tools for data visualization and effective quality control and inspection.

## TARGET



- ☐ Staff
- ☒ Middle-Management
- ☒ First-line Management
- ☐ Top-Management

## METHOD



30% theory, 70% practice through group discussions, presentations, case studies, role-playing, games, etc.



**AIMNEXT**

Professional Training & Consulting

### HCM HEAD OFFICE

Nam Giao Building 1, 261-263 Phan Xich Long, Ward 2, Phu Nhuan Dist, HCM

### HANOI REPRESENTATIVE OFFICE

Sao Mai Building, No.19 Le Van Luong St., Thanh Xuan Dist., Hanoi

## CONTENT

### Part 1. Basic concepts of quality control

- ◆ QC Thinking method
- ◆ Definitions of quality
- ◆ Quality Management
- ◆ Quality Assurance
- ◆ Policy Management & Daily Management
- ◆ QCC
- ◆ QMS

### Part 2. Data collection & analysis

- ◆ Types of data
- ◆ Sample and population
- ◆ Method of sampling & measurement uncertainty
- ◆ Basic statistics

### Part 3. Process capability index (CPK)

- ◆ In case of specifications with upper and lower limit
- ◆ In case of specifications with only onside limit
- ◆ Standard evaluation of Process capability

### Part 4. 7 Quality Control Tools

- ◆ Checksheet
- ◆ Pareto chart
- ◆ Cause-and-effect diagram
- ◆ Scatter diagram
- ◆ Histogram
- ◆ X-R Control chart
- ◆ Other graphs

### Part 5. New 7 Quality Control Tools

- ◆ Affinity diagram
- ◆ Interrelationship diagram
- ◆ Tree diagram
- ◆ Matrix diagram
- ◆ Arrow diagram
- ◆ Process Decision Program Chart (PDPC)
- ◆ Matrix data analysis diagram

### Part 6. Basis of statistics

- ◆ Probability and probability distribution
- ◆ Normal Distribution and Binomial Distribution

### Part 7. Control Chart

- ◆ What is Control chart?
- ◆ Types of control chart
- ◆ Terminology in Control chart
- ◆ How to create Control chart
- ◆ How to analyze Control chart
- ◆ Techniques for Identification of unusual process

### Part 8. Correlation analysis

- ◆ Correlation analysis
- ◆ Correlation coefficient

### Part 9. Follow up: conduct an online test after 1-month implementation to work

※The above content is subject to change without prior notices