

QUALITY CONTROL CIRCLE (QCC)

[a.k.a. Innovative & Creative Circle (ICC)]

INTRODUCTION

Successful organizations leveraged on the total participation from their employees to achieve high quality standards in order to satisfy their customers. Quality Control Circle (also known as Innovative & Creative Circle (ICC) or just Small Group Activity (SGA)) consist of a small group of workers, usually coming from the same work area who voluntarily meet on a regular basis to identify, investigate, analyze and solve their work-related problems together in order to contribute to the improvement of the enterprise. It also helps respect humanity and to build a cheerful workgroup through the development of the staff's infinite potential. It has been the Japanese experience that 95% of the problems in the work area can be solved with simple quality control methods such as the 7 quality control tools [Ishikawa, 1986]. These tools will help QCCs to do brainstorming systematically and to analyze the problems critically. Then, through logical thinking and experience, most problems can be solved. Another benefit of QCC are improved two-way communication and teamwork. The management becomes more aware of the staff capabilities and, in turn, the staff becomes aware of the day-to-day problems of running an organization. Communication and teamwork between departments also improve. Organizations that introduce QCC programs help improve quality standards, workers' morale and help establish customer confidence. Therefore, QCCs should be part of any company's Total Quality Program.

This training program is specially designed to train Facilitators, QC Leaders & Members on how to start a QCC team and systematically solve problems using proven QC tools and techniques. Participants will also learn how to prepare & present their ideas, facts, accomplishments as well as suggestions to the management in the most effective manner. Apart from lectures and practice sessions, this program also includes case studies to help reinforce participant's understanding of the QC Tools functions in Problem Solving cycles. This training program is a must for those who want to adopt the QCC way of quality improvement through teamwork and people empowerment.

COURSE CONTENTS:

1. About QCC/ICC:
 - Introduction: What is QCC/ICC? History of QCC/ICC.
 - QCC/ICC benefits and problems.
 - Role of Management, QCC/ICC Facilitator, Leaders, Members
 - Definition of Quality.
 - PDCA: Problem solving approach and creativity
 - Usage of 7 QC Tools
 - QC Story: Presenting your team's improvement activities
2. Exercises 1 :
 - Case Study 1
 - QC Tools and applications
 - Systematic problem solving steps.
 - Brainstorming and questioning techniques
3. Group problem solving techniques:
 - Understanding Motivation, Teamwork, Commitment and Productivity
 - Understanding group behaviors
 - Why teamwork is important?
 - Effective communication
 - Basic interpersonal skills
4. Forming Start-up QCC
 - Forming a start-up QCC to solve work related problems
 - Conducting effective QCC/ICC meetings and proceedings
 - Do's & Don'ts in QCC.

5. Exercise 2:
- Case Study 2
 - Application of PDCA Cycle
 - Application of 7 QC Tools
 - QC Story Presentation
 - QCC Implementation Plan

COURSE OBJECTIVES :

At the end of the course, participants will..

- Gain awareness of the purpose, benefits and method of operation of QCC
- Be equipped with simple QCC techniques, problem solving skills and skills for effective participation in QCC activities
- Understand how to present QCC activities to the management.
- Foster closer human relations within fellow workers through group dynamics and work as a team
- Increase participation and develop the feeling of importance through QCC activities

WHO SHOULD ATTEND:

- QCC/ICC Facilitators, Leaders and Members
- Supervisors, Line Personnel who are involved in small group activities.

ADMINISTRATIVE DETAILS

Duration : 2 days

Time : 9.00am – 5.00pm

Venue : In-house or external training program

ABOUT THE TRAINER :

Nelson Kok is a graduate from the Universiti Sains Malaysia, and holds a Master in Business Administration (MBA) and a B.Sc (Hons) degree in Physics. He has more than 24 years of work experiences, of which 17 years are in Training & Development related field, working with both multinational companies such as AT&T Consumer Products Pte Ltd, Corner Peripherals Sdn Bhd, Read-Rite (M) Sdn Bhd, and local companies such as Globetronics Technology Berhad, Amquest Sdn Bhd and GGN Solutions.

He now served as an associate consultant and a freelance corporate trainer to several training providers in Malaysia, China, Singapore & Sudan Africa. He has conducted many training programs for both multinational and local companies. He also served as a lecturer for several higher learning institutes such as Open University Malaysia (OUM), Society of Business Practitioners, UK (SBP), International Centre for Quality, Sudan. Throughout his career, he was a certified trainer for many management, quality and productivity programs such as *Performance Management System (PMS)*, *Managerial Decisions & Business Modeling*, *Managerial Statistics*, *Effective Leadership Skills*, *Train-The-Trainer*, *Total Quality Management (TQM)*, *Statistical Process Control (SPC)*, *Quality Control Circles (QCC)*, *Quality Improvements using 7QC Tools*, *7 Steps Problem Solving*, *5S Good Housekeeping*, *QIT*, *MRPII*, *ERP*, *Team Building Program*, *Effective Meetings Workshop*, *Effective Supervisory Skills*, *Communication and Leadership Skills*, *Problem Solving & Decision Making*, *Effective Time Management*, *Motivation At Work*, *Frontline Leadership Program*, and *7 Habits of Highly Effective People*. He has also conducted many quality audits and was directly involved in company's ISO 9001 and Quality Management Excellence Award (QMEA) certifications. Nelson's area of specialization is in helping organizations to achieve higher effectiveness and productivity using proven Management, Quality and IT tools and techniques.