MICROSOFT® EXCEL AND QC TOOLS
(Basic Level)

INTRODUCTION

Whatever organization you work in, be it a small company, government agency, a Fortune 500 corporation, or a non-profit organization, the chances are that you use Microsoft Excel (MS Excel) in your daily work. MS Excel is an application program for Microsoft Office which can be found in almost all computers today. After many revisions, MS Excel is now capable of solving many of the basic management science problems. Since it is readily available to most people, the use of spreadsheet and specifically MS Excel has become an important tool for calculating, summarizing, reporting, analyzing and presenting data.

QC Tools are proven scientific management tools, uses worldwide especially in quality improvements activities. They are basic, easy to understand and form the fundamental foundation for all problem solving and quality control activities. Acquiring QC Tools skills allow workers to solve work related problems at the root cause. It also helps organizations to standardize all their quality management activities and make communication among workers easier and faster.

This basic level course provides the basic foundation to use many of the Microsoft Excel spreadsheet powerful functions and understanding of the basic workings of QC tools. It will get you started and move on with speed to acquire those essential MS Excel skills. With these skills, participants can construct accurate QC Tools fast for their Small Group Activities (SGA) or management's presentations.

COURSE OBJECTIVES :

At the end of the course, participants will ..
- Understand and know how to use MS Excel software.
- Learn how to create, edit, format, save and print multiple spreadsheet worksheets.
- Learn the basic MS Excel functions and how apply MS Excel formulas
- Learn the importance of QC Tools and basic statistics.
- Learn how to construct graphs, charts, check sheets and export it for reporting purposes.

COURSE CONTENTS: (2-days Program)

1). Introduction :
- Why learn MS Excel ?
- Getting started
- Creating workbooks.
- Spreadsheet concept: Cells, Rows, Column
- Data entry: variables and labels
- Modifying worksheets
- Saving workbooks.

2). Formatting Worksheets
- Formatting worksheets
- Printing workbooks
- Enhancing worksheets
- Using multiple worksheets
- Finding and replacing data
- Importing and exporting data

3). Working With Formula
- Entering a formula
- Working with cell references.
- Exploring MS Excel formulas

4). Charting
- Using MS charting wizard
- Constructing charts
- Editing charts.
- Using templates, styles and auto-formats
- Manipulating the screen display

5). Understanding Data
- Types of data
- Variation, Central Tendency, Dispersion
- Distributions

6). Basic Statistics
- Parameter and statistics
- Installing and enabling MS Excel Add-in function
- Descriptive Statistics using MS Excel.

7). QC Tool: Graphs & Charts
- Creating Line Chart, Bar Chart, Pie Chart
- Drawing charts: Flowchart.

8). QC Tool: Check Sheet
- What is a Check Sheet?
- Why use a Check Sheet?
- Creating tables
- Summarizing sub-total & total.

WHO SHOULD ATTEND:
For beginners who have basic computer knowledge but would like to learn MS Excel skills and basic QC Tools. Suitable for Team members, Line Personnel, Clerk, Technicians and those whose job involves handling, analyzing and reporting data.

ADMINISTRATIVE DETAILS
Duration : 2 days
Time : 9.00am – 5.00pm
Venue : In-house training program

Language Medium: English

Special note:
1). This is an intensive hands-on course. Participants must have prior basic computer usage knowledge (i.e. using the mouse, typing, windows OS basic operations, etc) before attending this course.

2). Class setup must include making computers preloaded with MS Excel 2000 (and above) licensed software available for participants to work on.

TRAINER:

Nelson Kok holds a Master degree in Business Administration (MBA) and a B.Sc (Hons) degree in Geophysics obtained from the Universiti Sains Malaysia (USM), Malaysia. He has 25 years of work experiences, of which 18 years are in Training & Development related field. He has held managerial positions (Production Manager, Training Manager, TQM Manager, Human Resources Manager & General Manager) in various multinational Hi-Tech manufacturing corporations (AT&T Consumer Products Pte Ltd, Corner Peripherals Sdn Bhd, Seagate, Read-Rite (M) Sdn Bhd), as well as local companies (Globetronics Technology Berhad, Amquest Sdn Bhd) before establishing his own consultancy company (GGN Solutions).

He now serves as an associate consultant and a freelance corporate trainer to several established training providers throughout Malaysia, Singapore, U.A.E & Sudan. He has facilitated over 10000 participants from various multinational and local corporations including Motorola, DELL, AMD, WD, Seagate, Infineon, Agilent, Osram, Jabil, Plexus, Siltera, SONY, Matsushita, Sumitomo, Toray, PETRONAS, ING Malaysia, Lafarge Malayan Cement Bhd, Securities Commission Malaysia, Telekom Malaysia, Malaysia Communications and Multimedia Corporation(MCMC), JKR, VADS, MTN, ZAIN, Petro-Energy E&P, White Nile Petroleum Operating Co., DAL Motors, KENANA Sugar Co., Global Edutech Management (Suzhou) Co, etc. He also serves as a lecturer for several higher learning institutes such as Open University Malaysia (OUM), Society of Business Practitioners, UK (SBP), and International Centre for Quality, Sudan.

Throughout his career, he was trained in Japan, Singapore, Malaysia, Thailand, Sudan and is a certified trainer on team development, leadership, quality and productivity programs such as *7 Habits of Highly Effective People, Zenger-Miller Frontline Leadership Program, Performance Management System (PMS), Managerial Decisions & Business Modeling, Managerial Statistics, Train-The-Trainer, Total Quality Management (TQM), Statistical Process Control (SPC), Quality Control Circles (QCC) Facilitator, 7QC Tools, Problem Solving & Decision Making, Total Productive Management, MRPII, ERP, Team Building Program, DDI Supervisory Program, and many more*. He has also conducted many quality audits and was directly involved in his 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 Leadership, People-Management, Quality and IT techniques and tools.