

Statistical Process Control (SPC)

“Learn the proven techniques to manage variation for continuous improvement”

Objectives

Upon completing the course, you will be able to

- Differentiate between random and special variation
- Learn why random variation is a part of your process
- Understand the importance of having a statistically controlled process to ensure consistency in quality of your products/services
- Understand why it is important to reduce/minimize variation in your process
- Use the right type of chart to be used in your organization based on your data
- Discover methods to implement SPC in incoming, in-process and also out-going Quality Control activities
- Monitor and control your supplier's quality using Statistical Process Control
- Learn when to make adjustments on your process and when to leave it alone
- Apply the step by step method to conduct capability studies on your process for better communication with your customers
- Use SPC as a quality monitoring tool to drive towards six sigma performance
- Discover step by step guidelines to effectively implement SPC at your workplace

Learning Process

This program will comprise of technical knowledge, soft skills knowledge and also activities in the form of individual sharing, individual and group approach to problem solving, case studies on information provided by the trainer, creative ways to ensure the effective implementation of SPC at workplace and many more.

Trainer will also hold Q & A sessions with every participant on obstacles faced at workplace for successful implementation of the SPC tool at workplace.

Trainer will also conduct knowledge sharing wherever needed to enhance the learning process throughout the training session.

Who Should Attend

Quality / Process Managers, Executives, Engineers, Team-leaders, Supervisors and any personnel who would like to improve their productivity and personal effectiveness on the job.

Program Outline

Module 1: Introduction to Statistical Process Control (SPC)

Module 2: Recognize the types of variation in a process to understand the difference between quality control activities and quality improvement activities

Module 3: Basic concepts of statistic and statistical control
** Case exercise – Calculating statistical parameters*

Module 4: The right way to group samples and collect data (Data Efficiency)
** Group work – Identify rational sub-grouping method*

Module 5: Understand the different types of SPC chart available for different types of data, process and purpose
** Case exercise – Plotting attribute and variable control charts*

Module 6: Parameter in a control chart – Upper control limits and Lower control limits
** Case exercise – Calculating LCL and UCL*

Module 7: Practical step on the right and effective way of constructing control charts

Module 8: Step by step guide to implement SPC effectively in your organization
** Individual activity – Creating the action plan*

Module 9: Control chart interpretation – The 8 indications that could tell your process is going out of statistical control
** Case exercise – Interpreting plotted charts*

Module 10: Measuring the performance of your process – Cp and Cpk
** Case exercise – Calculate Cp and Cpk values and interpret the data accurately*

Module 11: Other process measurement indices – Pp and Ppk
** Case exercise – Calculate Pp and Ppk values*

Module 12: Another unique process performance indices, Cpm – when to use this indices?
** Case exercise – Calculate Cpm values*

Module 13: Supportive tools to be created to ensure the success of SPC implementation at workplace
** Individual activity – Create OPAC*

Module 14: How to manage and encourage your team to implement SPC successfully at your organization?
** Individual activity – Create action plan to encourage your team to effectively use SPC for the benefit of the organization*

The Expert Profile

Kalpna Devi Pathmanathan

Ms. Kalpna, a BSc Chemistry (Hons) Graduate from University of Malaya and a Certified Quality Engineer from American Society for Quality, Ms. Kalpna is a vibrant individual with deep passion for educating and enlightening individuals with sound knowledge which will transform their careers in specific and life in general.

A strong believer in the power and wealth of knowledge, Ms Kalpna has extensive experience in both the manufacturing and service industry. Her appointment to lead various engineering departments in multinational companies at a young age is evidence to her outstanding work performance and leadership skills. Her experience as a Quality Assurance Manager in her previous organization provides her the advantage to understand the importance of continuous education and human resource empowerment for the growth of an organization.

Due to her deep passion to spread her wings to the service industry, Ms. Kalpna took up the challenge to redesign and re-launch an ailing insurance scheme with policyholders of over 100,000 which was in red for many years and was at the verge of being discontinued. Ms. Kalpna successfully re-engineered the ailing scheme within a short period of time. She re-launched the scheme and there has been no turning back for the scheme since. She re-engineered scheme has operated successfully to date bringing in a lucrative profit margin for both the insurer and marketing agency and provides excellent service for the insured.

Due to her deep passion for educating others, Ms. Kalpna tutors undergraduate and post graduates on engineering subjects, statistical knowledge and also accounting for decision making in her free time. Due to her extensive experience in various industries, Ms. Kalpna is able to adapt versatility in her training material and approach. Ms. Kalpna's training sessions are delivered in a highly communicative, high spirited environment which keeps the participant's energized and open to learning.

Her ability to deliver the essence of the training in a fun relaxed way creates a comfortable environment for the participants to learn and absorb the fundamentals of the program. Her vibrant and dynamic approach keeps her participants alert and inspired throughout the training sessions. Ms. Kalpna was recently invited by The American Society for Quality to Philadelphia, Pennsylvania to serve as a judge in the International Team Excellence Award.



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Workshop

* Fees includes workshop materials, refreshment, lunch and certificate of attendance but excludes Bank charges & VAT per payment

Session	Date	Venue	Normal Fees	Early Bird Deadline
	<input type="checkbox"/> 13th-14th October 2010	Grand Dorsett Subang Hotel, Subang Jaya, Malaysia	RM 1490	10th September 2010
Discount	Early Bird Registration <input type="checkbox"/> 5%			
	Group Registration <input type="checkbox"/> 3 or more at 5% off <input type="checkbox"/> 5 or more at 7% off <input type="checkbox"/> 8 or more at 7% off			

Schedule

08:30 Registration
09:00 Workshop Begins
10:30 Coffee & Networking
10:45 Workshop Resumes
13:00 Networking Luncheon
14:00 Workshop Resumes
15:30 Coffee & Networking
15:45 Workshop Resumes
17:00 Workshop Ends

Organization Details

Organization Name _____

Address _____

Tel _____ Fax _____

Participant Details

Name	Job Title	Email	Direct Line
1.			
2.			
3.			

The invoice should be directed to

Name _____ Job Title _____

Email _____ Direct Line _____

Authorising Manager's Details

Name _____ Job Title _____

Email _____ Direct Line _____

Signature _____ Date _____

*The booking is invalid without a signature.

After complete this form,
please fax it to (603) 40235716

CANCELLATION & SUBSTITUTIONS: This registration may only be cancelled in writing not later than two weeks before the workshop begins. The booking may not be cancelled nor any fees refunded thereafter. A substitute may be named at any time before the workshop begins.

HOTEL ACCOMMODATION: Accommodation is not included in the workshop fees. Room Reservation can be made by delegates directly with the hotel. To enjoy privileged room rates, please contact the Hotel directly and state that you're attending an event organised by GIN (Global Intelligence Network).

The Legend Hotel, Kuala Lumpur
Tel: (603) 4042 9888
The Summit Hotel, Subang Jaya
Tel: (603) 8023 3000

NOTE: It may be necessary for reasons beyond control, to change the content and timing of the event, speaker(s) or venue. Every effort will be made to inform the participant of the change. Global Intelligence Network should not hold liable for any cost arising from this change.

PAYMENTS: An invoice will be sent upon receipt of your registration. Please note that full payment must be received prior to the event in order to be eligible for attending. Walk-in delegates with payment will be admitted on a space available basis. Payment may be made via cross cheque / bank draft / electronic transfer, made in favour of:

Global Intelligence Network (M) Sdn Bhd
268-2-1, Wisma Mutiara Genting,
Jalan Ayer Jerneh Off Jalan Genting Kelang,
53300 Setapak, Kuala Lumpur,
Malaysia.

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Bank: RHB Bank
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