

Course code: Q1108

Statistical Process Control- SPC

Statistical process control (SPC) is one of core tools used to support data analysis in various industries especially automotive. It provides the application of statistical methods to monitor and control the quality of product and process within organizations. With a structured approach to analyse root cause, problem-solving and continuous improvement, leading to enhanced customer satisfaction and reduced operational costs. This course helps aspiring participants to understand how improvement helps to continual improve organisational management system using its best practice. Participants learn the details of each clauses of the standard requirement to be able to apply within their organization.

OBJECTIVE

- To describe the concept overview of statistical technique.
- To provide knowledge on statistical technique and describe how SPC approach is applied for quality management system.
- To explain the importance of customer-related in the improvement by using SPC concept.
- To build awareness and encourage continual improvement within organization.

CONTENT

• **Session 1: Introduction**

Describe the SPC philosophies and principles including supporting systems and tools. Provide understanding of the SPC methodology are to identify the root cause, correct and eliminate problems in a team approach, while making the problems solved useful in product and process improvement. .

• **Session 2: Terms and Definitions**

Describe relevant terms and definitions that normally use improvement in the quality and related fields.

• **Session 3: Problem solving tools**

Describe problem solving tools for root cause analysis as ishikawa/fishbone/cause and effect diagram, affinity Diagrams, Process flow and so on.

• **Session 4: SPC tool to control quality**

Describe systematic process control and provide understanding of problem solving for continual improvement and sustainability. Provide an activity that uses control charts to track the results of a process whether the process is still normal and identify abnormalities in the process.

• **Session 5: Conclusion**

Conclude and explain step to implement.

Exercise workshop will also be delivered in each key sessions

PREREQUISITES

Basic knowledge in quality control will be useful. Experience in any industry will be more benefit.



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