

CODE: Q1602

# QUALITY CONTROL PLAN

## INTRODUCTION

To maintain the quality of the offerings, manufacturers and service providers use quality control and quality assurance to ensure that the end product or service meets the quality requirements and standards defined for the product or service. This course helps aspiring participants to understand how control plan 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 quality control plan.
- To provide knowledge on quality control plan and describe how it is applied.
- To explain the importance of this tool in quality management system.
- To build awareness and encourage continual improvement within organization.

## CONTENT

### • Session 1: Introduction

Describe overview of quality control plan. Provide understanding of the quality control plan used in product development and operation process.

### • Session 2: Terms and Definitions

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

### • Session 3: Process management

Describe Cognitive Information Processing (CIP) Model

Type of control plan: Prototype/Pre-launch/production

### • Session 4: Quality control plan development

Describe how to develop quality control plan steps by steps. Explain systematic process steps and provide understanding of problem solving for continual improvement. Process flow, Special characteristics, Surrogate/ Similar/ Family Control Plans

## PREREQUISITES

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

## WHO SHOULD ATTEND

This course is suitable for anyone in the industry who either already take a role concerns to quality and operation or expect to do so as;



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