



Six Sigma for Quality Managers with Statistical Process Control (SPC)

Objectives

The course focuses on quality decisions involving statistical process control (SPC) concepts, the assessment of process capability and Total Quality Management (TQM) to attain high levels of customer satisfaction

Participants will have a comprehensive understanding the concept of SPC, where the objective is to obtain continuous improvements in quality in the process of transforming a set of inputs into an output.

The successful implementations of these techniques will contribute to higher quality products and services by reducing non-value added operations, production cycle-time and scrap and rework.

Course Contents

1. Statistical Process Control (SPC).
2. The Causes of Variability and the Types of Processes.
3. Definitions of Quality and Quality improvement Efforts to Variability and Variability Reduction, respectively: X-bar and R charts.
4. Process Control vs. Process Capability.
5. Total Quality Management (TQM).
6. Just in Time (JIT).



Course Outlines

1. Process Variability in terms of Common Causes versus Special Causes of Variation and Statistical Control.
2. Relationship between Quality Improvement and Causes of Variation.
3. \bar{X}/R Control Charts.
4. Process Capability.
5. The Definition of Quality beyond the Understanding of Quality as Conformance to Customer Requirements.
6. Total Quality Management (TQM).
7. Customer Service: in the context of customer satisfaction, operations and supply chain management.

Designed For

This program is structured for managers, supervisors and professionals involved in process and quality improvement process.