

QC: Professional Quality Control Program Seminar Outline

► Course Overview:

Minimizing the Repairs and Reworks in manufacturing and services enhances the profit, reputation and time management. Further, executing the projects within the specified budgets, in accordance to the planned schedule and as per the Contract Documents are today's objectives for professionalism which can basically be achieved by implementing a proper Quality Control Program. This seminar will help attendees understanding the concepts behind international quality management systems along with setting out a Quality Control Program for companies in accordance with ISO, Six Sigma or Malcolm Baldrige requirements, including detailed steps on various Deliverables Preparation and Documentation Development (Plan, Manual, Policy, Procedure, Inspection & Test Plan, etc.) Further to the above, the attendees will learn how to manage their processes, review their Quality System, plan for continuous improvement and apply statistical techniques.



► Who should Attend:

CMCCO's General Quality Assurance/Quality Control Programs are for individuals (working or willing to learn and work as Quality experts) or Companies in all fields of industries and construction, who are interested in implementing or developing a professional Quality Control Program, increase their staff awareness and upgrade their project's QA/QC managers/engineers or understand the requirements of a Quality system which will be the basic steps for Quality Management system.

- Business owners and Auditors
- Project/Construction Managers
- QA/QC Engineers or supervisors
- Consultants and Inspectors
- Document Control Coordinators
- Technical engineers/Plant Managers
- Site Experts who are interested to understand and use the benefits of QA/QC activities

► Structure:

18 hours to be carried out over 3 days including valuable supporting document.

► **Course Outline:**

Special Historical background of Quality, Philosophies and frameworks, and introduction to Quality Management Systems and Total Quality including Six Sigma will be presented in this course, further to the following ready to perform topics to aid attendees in developing their actual experience and skills:

- Process management and improvement cycle implementation
- Statistical Process Control and Capability
- Understanding of a Quality Control Program/system requirements
- Structuring of Quality Policies, Manuals, Procedures and much more
- Organization, structuring and job descriptions
- Performance indicators and Continuous improvement
- Internal Auditing procedures
- Documentation Development and Document Control
- Inspection procedure
- Control of non-conforming products or services (Structure and procedure)
- Developing of Inspection and Test plans with illustrated examples

► **Course Materials and Free Templates:**

- Seminar Detailed explanation book, with valuable resources from Juran's, Deming, and Crosby's Philosophies
- Professional approach to Documentation development and documents Control
- Three Useful handbooks
- Criteria of Performance excellence and self analysis work sheets (Business, Non-Profit, Healthcare, Education)
- Deming's 14 points useful and simple guide
- Useful Outline for master document registers Set Up, registers, Forms, Checklists and Control Forms
- Professional forms for Non Conformity report , Corrective action and preventive action
- Steps for Auditing plus Audit Notification and Reporting templates
- Standard Document Template Sample for setting out procedures, plans, reports, etc...
- Detailed steps for preparation of Quality Manuals, Quality Policies and Quality Procedures
- Guide to Quality Manual Elements and a Quality Manual Example as per ANSI/ISO/ASQ and ACI 121R-04