

## CERTIFIED QUALITY TECHNICIAN

This 10- Day Course Is Intended to Train Individuals Who Already Operate as a Quality Practitioner with Little or No Experience on Statistical Process Control, Process Improvement and the Fundamentals of Quality Management Systems

### COURSE CONTENT:

- Quality concepts and Tools
  - Quality Concepts
  - PDCA (Plan-Do-Check-Act)
  - Effective team function
  - Flow-charts
- ISO 9001:2008 Quality management System
- Cost of Quality
  - Prevention cost
  - Appraisal cost
  - Prevention cost
  - Process Cost model
- Quality Audits
  - Audit Check lists
  - Performing process/ product audits
- Metrology
  - Measuring tools
  - Measuring Equipment
  - Calibration of Measuring tools
- Statistical Techniques
  - Statistical inferences
  - Introduction to Six sigma and Lean manufacturing
  - Basic statistics (Distribution curves, histograms, Control charts Pareto analysis, cause and effects diagrams )
- Process Capability Studies.
- Inspection & testing
  - Sampling
  - Defect classification
  - Inspection Planning
  - Inspection Techniques
- Reliability
  - Failure rate / MTBF
  - Reliability in series
  - Reliability in parallel
  - Bath-tub curve
- Human Resource and Psychology in Quality.



<b>Course Outcome:</b>
<ol style="list-style-type: none"><li>1. Statistical Techniques</li><li>2. Cause and effects diagrams</li><li>3. Process Capability Studies.</li><li>4. Inspection &amp; testing</li><li>5. Reliability</li><li>6. Human Resource in Quality.</li></ol>
<b>Duration: 10 DAYS over 2 weeks spread over a 2 months or 10 weekends (Saturdays)</b>
<b>Price: Contact us for specials ( R 10 000-00 pp)</b>