



(1093652-W)  
**Ascendent Technology Sdn. Bhd.**  
*(Rated as 5 Star Training Provider by PSMB)*



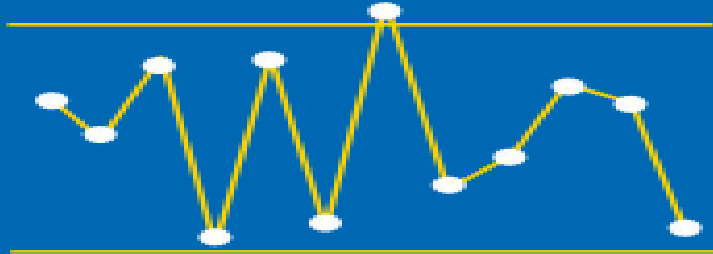
Claimable



Claimable

Statistical  
Process  
Control

six sigma  
Quality Management  
Design Specification  
Methods



## STATISICAL PROCESS CONTROL (SPC)

### PROGRAMME OVERVIEW:

Statistical process control (SPC) is the application of statistical methods to the monitoring and control of a process to ensure that it operates at its full potential to produce conforming product. Under SPC, a process behaves predictably to produce as much conforming product as possible with the least possible waste. While SPC has been applied most frequently to controlling manufacturing lines, it applies equally well to any process with a measurable output. Key tools in SPC are [control charts](#), a focus on [continuous improvement](#) and [designed experiments](#).

### TARGET GROUP:

Management Representatives, Department Heads, Managers, Supervisors, Engineers, Chemist, Line Leader, Executives for manufacturing, Quality Assurance, and those involved in product improvement.

### OBJECTIVES:

At the end of the course, participants are expected to:

- 1) Understand the principle of SPC in process control plot SPC charts and interpret the pattern
- 2) Select the appropriate tool for an identified purpose within ISO QMS required activities
- 3) Use the statistical tools as improvement tool that meet ISO QMS required activities
- 4) Apply the selected tools & interpret the results of the application
- 5) Make correct decisions based on the interpretation

**CONTENT:**

- 1) Background of SPC
- 2) Prevention versus detection
- 3) Common and special causes of variation
- 4) Control charts for variable data
- 5) X-bar and R charts
- 6) Individual and moving range charts
- 7) Process capability studies – Ppk / Cpk
- 8) Examples of SPC
- 9) Control charts for attribute data
- 10) Attribute Charts:- proportion non conforming (p) charts and nonconformities (c) charts & Process stability
- 11) Process capability analysis
- 12) Workshop & Presentation

**METHODOLOGY :**

Theory discussion, Group exercises, workshops usually base on participants' organization information, individual problem analysis and reporting.

**CERTIFICATE OF ATTENDANCE**

Participants will be provided with a certificate of attendance at the end of the course

## REGISTRATION FORM (QT06):

### PUBLIC TRAINING

**Course Fee** : RM 2,100 Per Pax  
**Duration** : 2 Days  
**Time** : 9:00 AM - 5:00 PM  
**Venue** : Ascendent Technology Sdn Bhd  
**HRDF** : Claimable

Participant : Mr / Ms.....  
 Designation : .....  
 NRIC No : .....  
 Email : .....  
 Phone No : .....

### IN-HOUSE TRAINING

**Course Fee** : RM 6,000 Per Day  
**Duration** : 2 Days  
**Time** : 9:00 AM - 5:00 PM  
**Venue** : Customer's premises / Hotel  
**HRDF** : Claimable  
**Maximum No.** : 5 - 25 Candidates

Participant : Mr / Ms.....  
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### CANCELLATION / POSTPONEMENT POLICY

1. Ascendent Technology Sdn.Bhd. reserves the right to cancel, postpone or make any changes to the venue and training dates due to unavoidable circumstances.
2. Reservation can be made by telephone or email, but will only be confirmed upon the received of completed registration form and payment.
3. Please do not make any travel arrangements until you have received written confirmation for your registration from us.
4. No cancellation is allowed but a candidate replacement can be arranged.
5. For confirm cancellation: 7 days notice prior to commencement will subjected to RM250 service charge. If less than 7 days notice, there will be no refund.
6. Confirm postponement for in-house training less than 14 days notice prior to commencement will subjected to 50% service charge on total invoice.

### PAYMENT DETAILS

All cheques should be crossed and made payable to: **ASCENDENT TECHNOLOGY SDN BHD** Bank A/C No. **Maybank 5127-6360-6820**.

Admittance will be permitted upon receipt of full payment 2 weeks before the course is conducted.

Training certificate will be awarded upon received of full payment

### FOR HR DEPARTMENT

Company Name:		Contact Person: Mr / Ms:	
Address:		Designation:	
		Department:	
		Email:	
		Mobile No :	
Training Date:		Signature:	Company Stamp:
Telephone:	Fax:		
Type of Industry:			