



DIGILEAF INC.

Leading Excellence Among Fellows

Using Quality Tools

This course discusses the practical applications of various quality tools used by quality professionals/process specialists. This course provides practical guidance on how to select appropriate tools and when to use them. This course will show how to align the types of quality tools depending on the level of quality maturity of an organization.

Training Objectives

At the end of the course, the participants will be able to:

1. Create chart/graph/diagram as specified in each tool category.
2. Identify appropriate quality tools to be used in problem solving.
3. Perform analysis and interpretation of each chart/graph/diagram.

Topics

- I. Introduction to Quality Tools
- II. Categories of Quality Tools
 - a) Seven Basic Quality Control Tools
 - b) Seven Management Tools
- III. Seven Basic Quality Control Tools
 - a) Flowchart/Process Map
 - b) Cause-and-Effect Diagram
 - c) Checksheets
 - d) Pareto Chart
 - e) Scatter Diagram
 - f) Histogram
 - g) Control Chart
- IV. Seven Management Tools
 - a) Affinity Diagram
 - b) Interrelationship Digraph
 - c) Matrix Diagram
 - d) Priorities Matrix
 - e) Activity Network Diagram
 - f) Tree Diagram
 - g) Process Decision Program Charts

Duration 2 days