

STATISTICAL PROCESS CONTROL (BASIC QUALITY CONTROL)

Purpose

This 5-day course is designed to enable non-technical learners to use and understand basic SPC. The course provides learners with easily understood definitions of term's used and statistical concepts.

Duration

5 Days

Cost:

R11500 per person

Course content

- Brain storming
- Process flow diagrams
- Cause and effect diagrams
- Pareto diagrams
- Identify what to measure
- Control charts - basic
- Process capability
- Sampling
- Commitment to improve customer satisfaction
- Performance management

Benefits

Delegates will be able to:

- Contribute in problem-solving teams
- Interpret the data
- Analyse and give recommendations
- Monitor process and interpret control charts
- Present corrective preventative action recommendations

