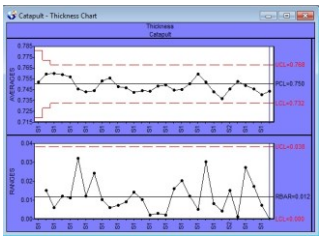

Statistical Process Control (SPC) for Practitioners

Which of the following scenarios best describe where you are now on SPC?

- ✓ You want to initiate SPC and you want to **do it right the first time** ...
- ✓ You have trained your people, yet SPC has NOT taken off ...
- ✓ You have been trying to get it going, but your SPC still falls short of expectations ...
- ✓ There is so much conflicting information on the Net; what should I believe?
- ✓ You think you have a good SPC program, but there are **still too many customer complaints** ...
- ✓ You have a respectable SPC program, but you want to **take it to its pinnacle** ...

If any of the above scenarios describe where you are, **we have the answers for you.**

- ✓ **What do you do with machines that are "not capable"?**
- ✓ **How do you know if your spec limits are correct? optimal?**
- ✓ How do you go about understanding the capabilities of your machines/processes?
- ✓ **Know that some cases of "out-of-control" are really due to the wrong use of charts**
- ✓ How do you locate the ever-elusive **assignable cause?**
- ✓ Who, or which department should be responsible for SPC?
- ✓ How many control charts should you have?
- ✓ How do we design machines to **eliminate** the need for SPC?
- ✓ **Will SPC replace Sampling Acceptance?**

These questions and many more will be answered at this ***SPC for Practitioners*** course.

Day 1
- √ Proof of the Need
- √ Basic Statistics: Quick Refresh
- √ Central Limit Theorem
- √ Cp and Cpk
- √ Cautions in the Use of Cpk
- √ Intrinsic Machine Capability Study
- √ Long Term Capability Study
- √ Control Charts for Variables

Day 2
- √ Control Charts for Attributes
- √ Variable vs Attribute Charts
- √ When the usual charts do not work
- √ Choice of control charts
- √ SPC of Batch (lot by lot) processes
- √ Capability of measuring equipment: Repeatability & reproducibility

Day 3
- √ Selection of Critical Parameters for SPC
- √ SPC Implementation: A Step-by-Step Guide
- √ Control Chart Administration
- √ Material Disposition
- √ SPC Ownership
- √ Benefits of SPC
- √ Designing Machines to **Eliminate** SPC
- √ SPC Progress Indicators
- √ Beyond SPC
- √ Real-life Case Studies

Participants are welcome to bring along their own SPC cases/questions and will get instant solutions during the course

Who should attend

Production Supervisors & Managers
Engineers and Engineering Assistants in R&D, Quality & Reliability, Process Engineering, Production Engineering, Equipment or Maintenance Engineering
Technical Managers & Heads of Departments

Pre-requisite

Preferably a technical degree or diploma

What ex-participants say about this course

- ✓ An excellent trainer …
- ✓ Very clear and precise information; easy to understand; lectures not boring
- ✓ Lecturer is knowledgeable; enough examples given; handouts given are practical
- ✓ An excellent course!
- ✓ Ms Tan Chor Hoong was very humorous all thru the course.
- ✓ The way the course material is prepared is excellent.
- ✓ The class was very informative and enlightening
- ✓ Ms Tan is a very knowledgeable trainer. She can explain in relation to our prodn line; this helps us to understand better.
- ✓ Ability of instructor to give daily practical examples to illustrate the subject
- ✓ The ability of the instructor to relate theory to real life practical line examples.
- ✓ The polite way that we were asked to pay attention whenever someone drifted off
- ✓ **I**nteraction between lecturer & participants is lively. Lecturer is knowledgeable ...
- ✓ ... clear explanations on questions asked
- ✓ The overall sessions are very enjoyable
- ✓ **T**he instructor has demonstrated professional ways of delivering & problem solving
- ✓ The applications of SPC and its benefits were explained clearly ...
- ✓ **Never met a trainer that can make me understand SPC like herself**
- ✓ Generally, the course is **very useful for industry** and you are an **excellent teacher**
- ✓ Sound coaching from instructor
- ✓ Very good instructor
- ✓ Ability to sustain interest throughout course.
- ✓ Interactive nature. Prompt answers and discussion among participants.