

# REGISTRATION FORM

## Quality Improvement Techniques For QC

Wednesday - Thursday \* April 15 - 16, 2026 \* FMM Institute Malacca

**FMM Institute Malacca (475427-W)**  
D3-4, Plaza Jayamuda,  
Jalan Pelanduk Putih, 75300 Melaka  
**TIN Number : C10626805080**  
**SST Number : W10-1901-32000105**

Please register the following participant(s) for the above programme:

1 Name \_\_\_\_\_ Designation \_\_\_\_\_

Nationality \_\_\_\_\_ IC No. \_\_\_\_\_

2 Name \_\_\_\_\_ Designation \_\_\_\_\_

Nationality \_\_\_\_\_ IC No. \_\_\_\_\_

*(If space is insufficient please attach separate list)*

Please Tick (✓) if your company

will be claiming under SBL-Khas Scheme

will not be claiming under SBL-Khas Scheme

vegetarian \_\_\_\_\_ pax

Enclosed cheque/bank draft No \_\_\_\_\_ for RM \_\_\_\_\_

being payment for \_\_\_\_\_ participant(s) made in favour of the

**“FMM Institute”**

Submitted by

Name \_\_\_\_\_

Designation \_\_\_\_\_

Company \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

FMM Membership No. \_\_\_\_\_ PSMB MyCodeID No. \_\_\_\_\_

Telephone \_\_\_\_\_ Fax \_\_\_\_\_ Date \_\_\_\_\_

E-mail Address \_\_\_\_\_



**New!**

# Quality Improvement Techniques For QC

**April 15 - 16, 2026**

**SBL-KHAS SCHEME**



**FMM Institute Malacca Branch**

*Centre for Professional Development*

This training is designed to upgrade the knowledge and skill level of QC Inspectors/Controllers/Leaders/Supervisors so that they can make a significant contribution to the quality improvement journey rather than just their normal role of inspect and check for quality. This training focuses on skills needed to identify root cause of quality problems, use of statistical process control in controlling product quality and Poka-yoke (Mistake proofing) techniques. This training also focuses on proper use of Plan-Do-Check-Action cycle to improve effectiveness of quality control and improvement efforts. It is the bridge leading to higher level quality training such ISO9001 and Total Quality Management.

## KANDUNGAN

### Concept Of Quality

- Quality is critical
- Quality is history
- Meaning of quality
- Quality control and quality improvement

### Prevention Thinking

- Basics of inspection and prevention
- PDCA concept
- Root cause analysis and 5M-E

### Root Cause Analysis

#### Techniques

- Fish-bone chart
- 5W-2H analysis
- Why-why (5 Why) analysis
- Practical 1 : Root cause analysis
- Practical 2 : Analysis of workplace quality problem

### Poka-Yoke System (Fail-Safe)

- Quality and human error
- Poka-yoke thinking
- Poka-yoke examples
- Practical 3 : Case study

### Statistical Process Control

- Variation and quality
- Concepts of variation and distribution
- Histogram and variation analysis
- Control charts to control of variation
- Practical 4 : Histogram analysis
- Practical 5 : Control chart analysis

### Excellence In QC Function

- Excellence using ASK model
- Common problems faced by QA/QC personnel
- Improvement in ASK
- Practical 6 : Case study

### Discussion Session

- Common quality problems
- Solutions
- Question and answer session

### Evaluation

- Written test

### Benefits

At the end of the programme, participants will be able to: -

- Apply PDCA principle to improve quality at the work place
- Explain and use 5W-2H techniques for problem analysis
- Explain and use 5 Why and Fish-bone chart techniques for root cause identification
- To collect data and construct histogram
- To read and interpret control charts

### Trainer

**DR BONG CHENG SIONG** has a 20 year experience and knowledge in operations and management from the multinational high tech corporations operating in Malaysia. Working from rank and file, he started as an engineer and rose to the position of senior management within 10 years. His vast exposures in many roles both as a subordinate and manager brings him an extensive experience in strategy development, quality management, performance management, organisational performance and operations improvements. Dr Bong obtained his BSc. In Engineering from Michigan Technological University (USA), MBA from Multimedia University (Malaysia) and Doctor of Business Administration from Southern Cross University (Australia). He is a Chartered Engineer (IET, UK), Chartered Manager (CMI, UK) and a certified ISO 9001 : 2015 Lead Auditor. He is also an author / co-author of the project papers published at the local and international conferences and journals. He has been invited as an External Examiner for a doctorate candidate. Dr Bong is now a freelance trainer cum consultant for general, quality and productivity management. He is currently an appointed advisor cum management representative in a SME and pursuing his industrial PhD related to manufacturing on control in UTeM.

### Who Should Attend

QC/QA inspectors / Leaders who are responsible for doing day-to-day QC activities such as incoming, outgoing and in-process inspection and quality control activities

### Administrative Details

Date : April 15 - 16, 2026 (Wed - Thurs)

Time : 9.00am - 5.00pm

Venue : FMM Institute Malacca

D3-4 Plaza Jayamuda  
Jalan Pelanduk Putih  
75300 Melaka

Fees (Inclusive of 8% SST) :

FMM members **RM864** per participant

Others **RM972** per participant

(Fees include course materials, lunch and refreshments)

Registration forms must be completed and returned to FMM Institute Malacca Branch by **April 8, 2026**. No refund for cancellation within 2 working days, 50% refund for cancellation between 3 - 6 working days and full refund for cancellation 7 working days prior to the programme. CANCELLATION MUST BE IN WRITING TO FMM INSTITUTE MALACCA BRANCH. Replacements will be accepted at no additional cost. FMM Institute Malacca Branch reserves the right to cancel or reschedule the programme. All efforts will be taken to inform participants of any changes. **However, if the company failed to obtain grant approval or in the event there is no disbursement from HRDCORP under any circumstances to us, then the company will have to make full payment to FMM Institute Malacca Branch.**

For further enquiries, please contact:

Ms Chloe Leong / Ms Yvonne Gan

**FMM Institute Malacca Branch**

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**SBL-KHAS SCHEME**