

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 _____



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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siew_kim@fmm.org.my

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