



# 7 QC TOOLS

**AUG 3-4, 2026 / 9AM**

**FMM EASTERN**

## OVERVIEW

Problem solving at work follows a common approach: clearly understand the issue, identify and confirm the root cause, develop effective solutions, and standardize actions to prevent recurrence. This training focuses on applying the 7 QC tools within Quality Control Circle (QCC) activities. Widely used in Kaizen and QCC practices, these tools help employees improve processes and work environments. In Malaysia, QCC conventions showcase their effectiveness in achieving Total Quality Management. The classic 7 QC tools remain relevant despite newer methods. This two-day workshop provides practical learning through examples and guided demonstrations.

## OBJECTIVE

1. To identify root causes
2. To improve quality
3. To increase efficiency
4. To enhance communication
5. To monitor performance
6. To facilitate problem-solving
7. To support Continuous Improvement initiative

## FEES

Member: RM972.00

Non-Member: RM1,080.00

(Inclusive of SST 8%)

CLOSING DATE:

**JULY 23, 2026**

## AUDIENCE

This training and workshop is recommended for engineers, officers, and technicians who deal with business operations and are responsible for making their business operations better every day.

## METHODOLOGY

- Acquire knowledge on the 7 QC tools
- Use the 7QC tools in guided steps of problem solving
- Use the 7 QC tools to facilitate data collection and analysis, to identify and prioritize improvement actions, and to identify control methods of critical factors
- Fit 7QC tools in QCC framework



# CONTACT US

09-560 6554/5244

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# **COURSE OUTLINE**

## **DAY 1**

8.45AM	Registration of Participants
9.00AM	<b>Course Overview</b> Introduction “7 QC Tools” <ul style="list-style-type: none"><li>• Various problem solving tools</li><li>• Similarities in all problem solving approaches</li><li>• The 7 Tools:<ul style="list-style-type: none"><li>◦ Check Sheet</li><li>◦ Pareto Chart</li><li>◦ Cause and Effect Diagram</li><li>◦ Histogram</li><li>◦ Scatter Diagram</li><li>◦ Stratification</li><li>◦ Control Chart</li></ul></li></ul>
10.30AM	Morning Tea Break
10.45AM	<b>Case Study 1: Application of “7 QC Tools”</b> <ul style="list-style-type: none"><li>• Check Sheet (or Tally Sheet)<ul style="list-style-type: none"><li>◦ Data collection plan development</li><li>◦ Data collection tool selection</li></ul></li><li>• Pareto Chart<ul style="list-style-type: none"><li>◦ Bar chart sorted by frequency of occurrences</li><li>◦ Prioritizing level 1</li><li>◦ Reaching operational level</li></ul></li><li>• Cause and Effect Diagram / Fishbone / Ishikawa Diagram<ul style="list-style-type: none"><li>◦ Framework for brainstorming process</li><li>◦ Determining the “Action to be Done”</li><li>◦ Categorizing techniques</li><li>◦ Brainstorming of all possible factors</li><li>◦ Filtering techniques</li></ul></li></ul>
1.00PM	Lunch Break
2.00PM	<b>Continue Case Study 1: Application of “7 QC Tools”</b> <ul style="list-style-type: none"><li>• Histogram<ul style="list-style-type: none"><li>◦ Data distribution of process data</li><li>◦ Assessing process health condition</li></ul></li><li>• Scatter Diagram &amp; Stratification<ul style="list-style-type: none"><li>◦ Types of data correlation study</li><li>◦ Correlation strength study of 2 components under investigation</li><li>◦ Impact of Stratification &amp; Spurious Correlation</li></ul></li></ul>
3.30PM	Evening Tea Break
3.45PM	<b>Continue Case Study 1: Application of “7 QC Tools”</b> <ul style="list-style-type: none"><li>• Control Chart<ul style="list-style-type: none"><li>◦ Function of control charts</li><li>◦ Types of control charts</li><li>◦ Determining the abnormalities by control chart approach</li></ul></li></ul>
5.00PM	End of Programme Day 1



# COURSE OUTLINE

## DAY 2

8.45AM	Registration of Participants
9.00AM	<b>Case Study 2: Application of “7 QC Tools”</b> <ul style="list-style-type: none"><li>• Embracing problems as opportunities - Understand the case</li><li>• Writing the problem statement</li></ul>
10.30AM	Morning Tea Break
10.45AM	<b>Continue Case Study 2: Application of “7 QC Tools”</b> <ul style="list-style-type: none"><li>• Checklist / tally chart application</li><li>• Pareto chart application</li><li>• Cause &amp; effect diagram application</li></ul>
1.00PM	Lunch Break
2.00PM	<b>Continue Case Study 2: Application of “7 QC Tools”</b> <ul style="list-style-type: none"><li>• Histogram application</li><li>• Scatter diagram and stratification application</li><li>• Control chart application</li></ul>
3.30PM	Evening Tea Break
3.45PM	<b>QCC &amp; 7 QC Tools</b> <ul style="list-style-type: none"><li>• What is QCC?</li><li>• Goal of QCC in an organization</li><li>• Fitting 7 QC tools in QCC initiatives</li><li>• Going beyond QCC and 7 QC Tools</li></ul>
5.00PM	End of Programme Day 1

### TRAINER PROFILE

Mr. Azman Hussain is a seasoned Lean Six Sigma consultant and practitioner with extensive experience in quality and productivity improvement. He mentors engineers across all LSS certification levels, backed by a Master’s in Engineering Technology and a Bachelor’s in Electrical Engineering. Awarded internationally for innovation, his projects have delivered multimillion-ringggit savings. Azman has worked with major organizations and actively conducts training with consulting firms, industry bodies, and professional institutions, contributing widely through teaching and published reference materials.

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**7 QC TOOLS**

**Aug 3-4, 2026 | 9AM-5PM | FMM Eastern Branch**

**... ADMINISTRATIVE DETAILS ...**

**HRD CORP CLAIMABLE COURSE DETAILS**

- Training Provider : **FMM Institute Eastern**
- MyCoID : **475427W\_EASTERN**
- HRD Corp Programme No : **Provided upon registration**

**DISCLAIMER**

The FMM Institute reserves the right to change the facilitator, date and to vary / cancel the course should unavoidable circumstances arise. All efforts will be taken to inform participants of the changes,

**REGISTRATION**

- Upon **Faxing/Mailing** the completed **Registration Form** to FMM Institute, you are **deemed** to have read and **accepted** the terms and conditions. The **course** would also be **deemed as confirmed** unless informed otherwise.
- Will be based on First-Come-First served basis.

**ENQUIRIES & REGISTRATION**

**Ms Wanhui/ Ms Elly**  
**Email : fmmeastern@fmm.org.my**  
**Tel: 09-560 6554/ 5244**

**Please tick accordingly:**

- Fees:**  **FMM Member: RM 972.00/pax**  
*(inclusive of 8% Service Tax)*
- Non Member: RM 1,080.00/pax**  
*(inclusive of 8% Service Tax)*

**Fees include course materials and Certificate of Attendance**

**CANCELLATION**

- Must be writing with reasons.
- 7 days before the course - No payment charged.
- 3-6 days before the course - 50% payment charged.
- < 3 days before the course - Full payment charged.
- Participants who did not turn-up will be charged full payment.
- Replacements can be accepted at no additional cost.

**PAYMENT**

- **Cheques** made in favour of "FMM Institute" should be forwarded to FMM Institute Eastern.
- For **HRD Corp claimable course**, an **attendance of 100% is a must**, in any case, **employers will be billed in full.**

**Closing Date**  
**July 23, 2026**

**REGISTRATION FORM**

Dear Sir / Madam, please register the following participant(s) for the above programme.

No	Name	Designation	I/C Number	Email	H/P No.
1.					
2.					

*(Please attach a separate list if space is insufficient)*

We will **be claiming under HRD Corp Claimable Courses (SBL-Khas)** but full payment would be made to FMM Institute in the event that no disbursement from HRD CORP under any circumstances.

We will **NOT BE CLAIMING under training grant from HRD Corp.** Payment will be made to account payee **FMM Institute** by cheque or bank transfer to **MAYBANK Account No. 5560-1106-3275**

**Submitted by:**

Name : \_\_\_\_\_ Designation: \_\_\_\_\_

Company : \_\_\_\_\_ FMM Membership No. : \_\_\_\_\_

Address : \_\_\_\_\_

Email : \_\_\_\_\_ Tel: \_\_\_\_\_ Fax: \_\_\_\_\_

TIN No. : \_\_\_\_\_ SST No: \_\_\_\_\_

Company Stamp