

# Affirm your company's reputation on high-quality products which have been strictly controlled by professional QA/QC department!

Do your company's QA/QC departments:

- ✓ Have adequate awareness and clearly know important principles to professionally control the product/service quality?
- ✓ Proficiently use QC tools to inspect and control product quality at each production stage effectively?
- ✓ Be able to detect products & find errors in time, and figure out the optimal solutions to not repeat the same errors?

Japan has always been famous as a world leader in quality management. AIMNEXT would like to introduce to you training related to “Japan Quality Management Certificate (QC Kentei) – Level 3” to help corporations develop stable foundation for quality management, at the same time support QA/QC Department to utilize its important roles in building company's reputation and brand identity.

*\* The “Japan Quality Management Certificate” examination has been organized by Japan Standards Association (JSA) since 2005 to support corporations and individuals to raise awareness of quality management according to Japanese standards. This is an exam that objectively assesses candidates’ knowledge of quality management and classifies candidates to 4 levels (4 as lowest and 1 as highest). For details about this examination and the requirements of each level, please refer to the next page.*

**Training of knowledge related to :**

## JAPAN QUALITY MANAGEMENT CERTIFICATE (QC KENTEI) – LEVEL 3

*\*After training, AIMNEXT will issue Certification of course completion for participants, not a certified QC Kentei - level 3 certificate*

**Training venue: At client's company as required (3 days)**

### Objective

- ✓ Raise awareness of quality management and product quality improvement.
- ✓ Know how to collect & analyze data, and know how to use QC tools for data visualization and effective quality control and inspection.

### Target

QA/QC staff and managers, or those who want to work in QA/QC department and employees of all other production departments required of knowledge of quality management.

### Content

#### I. Basic concepts of quality control

1. QC Thinking method
2. Definitions of quality
3. Quality Management
4. Quality Assurance
5. Policy Management & Daily Management
6. Standardization
7. QCC
8. QMS

#### II. Data collection & analysis

1. Types of data
2. Sample and population
3. Method of sampling & measurement uncertainty
4. Basic statistics

#### III. Process capability index (CPK)

1. In case of specifications with upper and lower limit
2. In case of specifications with only one-side limit
3. Standard evaluation of Process capability

#### IV. 7 Quality Control Tools

1. Checksheet
2. Pareto chart
3. Cause-and-effect diagram
4. Scatter diagram
5. Histogram
6. X-R Control chart
7. Other graphs

#### V. New 7 Quality Control Tools

1. Affinity diagram
2. Interrelationship diagram
3. Tree diagram
4. Matrix diagram
5. Arrow diagram
6. Process Decision Program Chart (PDPC)
7. Matrix data analysis diagram

#### VI. Basis of statistics

1. Probability and probability distribution
2. Normal Distribution and Binomial Distribution

#### VII. Control Chart

1. What is Control chart?
2. Types of control chart
3. Terminology in Control chart
4. How to create Control chart
5. How to analyze Control chart
6. Techniques for Identification of unusual process

#### VIII. Correlation analysis

1. Correlation analysis
2. Correlation coefficient

**IX. Follow up: conduct an online test after 1-month implementation to work.**

*\* The above content is subject to change without prior notices.*

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**INTRODUCTION OF JAPAN QUALITY MANAGEMENT CERTIFICATE (QC KENTEI)**

**What is QC Kentei?**

❖ **QC KENTEI** is an examination, that objectively assesses candidates' knowledge of **quality management**, organized by Japan Standards Association (JSA) since 2005 with the following purposes:

- Raise employees' awareness of quality management
- Improve the quality management capacity of corporations
- Increase the quality of products/services

❖ **Benefits:**

- **For corporations:**
  - ✓ Improve the product/service quality and increase profit through improving the employees' quality management ability
  - ✓ Use it as a criteria for recruiting or job rotation
  - ✓ Develop employees' awareness and ability
- **For employees themselves:**
  - ✓ Acquire and apply the quality management knowledge to work
  - ✓ Enhance quality management and problem-solving ability
  - ✓ Increase chances to get promoted

**QC KENTEI has 4 levels: Level 4 as lowest & Level 1 as highest**

	Level	Required capacities and knowledge	Target
High ↑	<b>Level 1</b>	Candidates know how to solve problems, carry out improvements arising in the corporation with a quality management perspective, and take lead in implementation.	Managers, engineers, and those who need to direct the resolution of quality problems related to several departments
	<b>Level 2</b>	Candidates clearly understand statistical methods including the new and old 7QC tools. Candidates can solve many problems and carry out improvements related to quality control at workplace on their own.	Managers, engineers and those who need to lead QC problem solving projects at the department, such as: QA/QC Manager, Quality Management Director, Production Director, etc.
↓ Low	<b>Level 3</b>	Candidates understand and know how to use 7QC tools. With support and guidance, candidates can solve problems at the workplace using quality control problem solving methods.	All employees those need to solve problems at workplace (including Back-office, Sales, Service, Production, and Engineering Department)
	<b>Level 4</b>	Candidates understand basic terms and knowledge of quality management or improvement activities.	Beginners those learn about quality management for the first time

AIMNEXT introduces “**JAPAN QUALITY MANAGEMENT CERTIFICATE (QC KENTEI) – LEVEL 3**” program to help corporations and employees themselves to raise quality management awareness and capacity according to Japanese standards.

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