# QUALITY CONTROL CIRCLE (QCC)

*Are you encountering difficulties when implementing quality control circle (QCC) activities at your factory?*

✦ *Do you wish to implement QCC activities at factoriy in Vietnam at the same level as it is in Japan?*

✦ *Do you wish to be able to understand the meaning and effective implementation process of QCC activities clearly?*

✦ *You are implementing QCC activities, but your team members have not fully understood the meaning and actively participant in these activities. Do you wish to know the way to make QCC activities actively?*

✦ *Through QCC activities, you wish to bring up the leader and to raise awareness of quality and improvement activities for team members?*

## CONTENT

### Part 1: What is Quality Control Circle ?

1.1 What is QC (Quality Control)?
1.2 History and development of QCC
1.3 Definition and purpose of QCC
1.4 Main activities of QCC
1.5 Three important benefits and what to learn from QCC activities

### Part 2: The implementation of QCC

2.1 The establishment of QCC group (Leader/ Members)
2.2 Points for organizing and conducting QCC meetings
2.3 Problem solving methodology and QCC Story.
What is QCC story?
Steps for solving problems following QC Story

1. Choosing topic
2. Study of current situation and target setting
3. Making action plan
4. Cause Analysis
5. Develop countermeasure
6. Effect assessment
7. Standardization and daily management
8. Review and determination of next matter
9. Next plan

### Part 3: Apply QC tools for solving problem !

◆ The essential QC tools for solving problem
◆ The common diagram and important points
◆ Check sheet
◆ Pareto chart
◆ Cause-and-effect diagrams
◆ Tree Diagram
◆ Matrix chart
◆ Stratification

### Part 4: Summary and Action Plan

*※The above content is subject to change without prior notices*

## OBJECTIVES

➡ Understanding the basic concept, content and important elements of QCC activities.

➡ Comprehending the QCC implementation process and the essential QC tools to actively participate to the activities.

➡ Understanding the role of leader and team members, improving leadership ability and QCC implementing skill.

## TARGET

◯ Staff          ● Middle-Management
● First-line Management     ◯ Top-Management

## METHOD

**30%** theory, **70%** practice through group discussions, presentations, case studies, role-playing, games, etc.

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