BOOST
THE LEADING TRAINING PROVIDER

Quality Management & Operational Excellence

Quality Improvement Techniques Using 7 QC Tools

Course Introduction

In today's customer-centric industry, quality is a critical component of every company's growth and long-term viability. To ensure customer happiness, businesses go above and above to deliver the greatest and exceptional client experience possible. As a result, one of the most important elements for any firm is effective quality control that has the greatest impact on customer experience. The seven fundamental tools of quality, often known as 7QC tools, were introduced by Kaoru Ishikawa and are particularly successful in quality management and quality assurance processes. Businesses who want to ensure that their products and services are competitive and of great quality can use the proven 7QC tools to develop a strategic strategy for quality improvement.

Target Audience

- practitioners in quality and audits

- Senior members and managers of organisations who need to understand the significance of training employees on quality management

- Quality team members

- Professionals aspiring to undertake a quality-related certification

- Construction project owners

- Design consultants

- Construction contractors

Architects

Non-engineering construction professionals

Learning Objectives

- Identifying the potential causes of an effect or a problem with the QC tools.
- Analyze how the processes have changed over a period of time using the control chart.
- Understand the areas of opportunity through effective brainstorming.
- Be able to find out the highest impact on the identified problem using Pareto Chart
- Learn how to collect and analyzing data using check sheets.
- Understand a more structured path for problem-solving and quality improvement
- Learn about all the 7QC tools.

Course Outline

- **01 DAY ONE**

  What are the 7 QC Tools?

  - Ishikawa (fishbone) diagram
  - Check Sheet
  - Control Chart
  - Histogram
  - Pareto Chart
  - Scatter diagram
  - Flowchart/Flowmap
- **02 DAY TWO**

  When should you use 7 QC Tools?

  - **Benefits of 7 QC Tools**
  - **Quality Improvement techniques using the 7 QC tools**
  - **7 QC Tools in detail:**
  - Ishikawa (fishbone) diagram
  - Popularises by Kaoru Ishikawa, which is also know as cause and effect diagram, herringbone/fishbone diagram
  - Use of Ishikawa Diagram

- Major Causes: 6M’s •

• **03 DAY THREE**

Check Sheet

- What is check sheet and how is it used as a QC tool?
- Is it an effective tool?

Control Chart:

- Control charts are used to investigate how processes have evolved over time. Furthermore, by comparing current data to previous control limits, one can determine if process variation is consistent (under control) or unpredictable (out of control) as a result of being affected by special causes of variation.

• **04 DAY FOUR**

Histogram: it is commonly used as a graph that shows the data and its frequency of distribution to help users identify each different value in a set of data that occurs.
Pareto Chart: Pareto Chart is based on the 80/20 rule where it shows the significant factors that have the highest impact on the identified problem.

• **05 DAY FIVE**

Scatter Diagram: Scatter diagram shows the relationship between two important factors i.e. pairs of numerical data, one variable on each axis to demonstrate the relationship.
Flow chart/ Work Flow Diagram

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
April 7, 2025	April 11, 2025	5 days	4250.00 $	UAE - Dubai
Aug. 11, 2025	Aug. 15, 2025	5 days	4950.00 $	Spain - Madrid
Dec. 8, 2025	Dec. 12, 2025	5 days	4250.00 $	UAE - Dubai