Process Performance Improvement Tools & Techniques – (Mistake Proofing & Poka Yoke)

Course Outline

Chapter One

The course objectives of this chapter are to ensure that the participants understand the concept of Zero Quality Control environment and the mistake proofing concepts. The course illustrates the Mistake proof system and the application of tools and techniques to prevent mistakes from becoming defects in the operational activities.

The selection and acquisition of the use of various mistake proofing methods in different work situation and environment. Some of the various topics covered are as follows,

1.0   Zero Quality Control (ZQC)
1.1   What is Zero Quality Control (ZQC)?
1.2   The Elements of ZQC

2.0   Product/ Service Inspection
2.1   Judgment inspection
2.2   Informative inspection
2.3   Source inspection

3.0   Understanding Mistake-Proofing (Poka Yoke)
3.1   Strategies for Zero Defects
3.2   Mistake-Proofing principle and concept
3.3   Mistake-Proofing methods
3.4   Practical, feasible and cost-effective mistake-proofing

4.0   The Mistake-Proofing process
4.1   Various Mistakes-Proofing process tools
4.2   Integrating Mistake-Proofing with FMEA (Failure Mode and Effect Analysis)
4.3   Implement Poka Yoke Ideas

Chapter Two

The course objectives of this chapter are to ensure that, as operational staff, the body of QC knowledge required and therefore under the heading of continuous improvement tools illustrates the list of quality management tools for application use.

It describes the supporting team problem solving skills (which makes almost all of the tools effective) with effective tools like the Pareto Analysis, the cause and effect diagram etc. It also illustrates the six classic problem-solving steps and guidelines for brainstorming the remedial solutions.

With the Process Flow charts, it highlights on the improvement steps that need to follow with Plan/Do/Check/Act approach improvement cycles. The participants will also understand the concept of the new Quality Management Tools namely; Affinity diagram,

Tree diagram, Process decision program chart (PDPC), Interrelationship digraph (I.D.), Prioritization matrices and Activity network diagram.

The selection and acquisition of the use of various mistake proofing methods in different work situation and environment. Some of the various topics covered are as follows,

1. The Team Approach
2. The Six Class Problem-Solving steps
3. Guidelines for Brainstorming
4. Fishbone Cause and Effect Diagram
5. Process Flow Improvement steps
6. Plan/Do/Check/Act
7. Team Problem Solving Flow Chart
8. The New Quality Management Tools
    - Affinity Diagram
    - Tree Diagram
    - Prioritization Matrix
    - Activity Network Diagram

Who Should Attend
This course is particularly suitable for and benefit to Project leaders, Engineers, Executives, Supervisors. Line Leaders in Production, Engineering QA , Logistics & Operations.

Award of Certificate
Certificate of successful completion will be issued to participants who have attended at least 75% of the course.

Course Dates (2 Days, 9am – 5pm)
Refer to our website.

Course Fees
S$ 440 (For SQI Member)
S$ 490 (For Non-Member)
GST is not applicable. Price is inclusive of two tea breaks.
(SDF funding available for SME Only – Application via www.sdf.gov.sg)
Course fees are subjected to change without prior notice.

Training Venue
Training will be conducted in SQI, 66 Tannery Lane #06-07 Sindo Building S347805

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