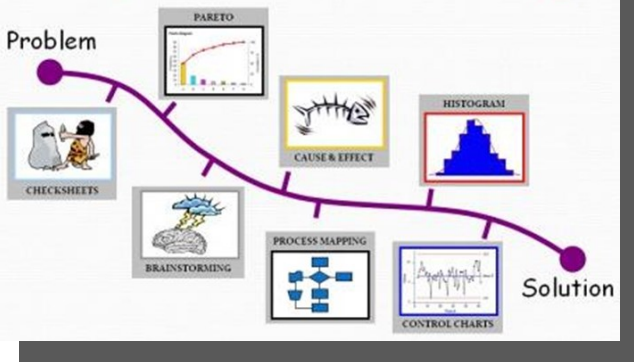


## Quality Tools for Problem Solving



# Public Training/Workshop#

# FOURTEEN (14) QUALITY TOOLS FOR DECISION MAKING AND PROCESS IMPROVEMENT

*"The Art Of Adventure For Lifelong Learning"*

## Objective :

- To help participants **understand the concept of TQM, quality and improvement** in their continuous quality improvement initiatives.
- To help participants **understand and develop the Tools**
- To help participants **understand the usage of the Tools** in their attempt to **resolve complex issues and projects**.
- To **facilitate the usage of tools** in each steps of the process improvement



### Date:

14-15 Mar & 1-2 Nov 2017

### Venue:

Vistana Hotel, KL

### Duration:

2 days, 9am – 5pm

### Trainer:

Tooty Jamaluddin

### Medium:

English & Bahasa Malaysia

### Who Should Attend?:

This course is specifically developed for **managers, assistant managers, superintendents, supervisors, team leaders, coordinators, officers and specialists** responsible for: operations, procurement, purchasing, supply chain, logistics, production, manufacturing, warehousing, inventory, quality, R&D, project, business improvement, process improvement, plant, utilities, applications, performance.

### Methodology :

- Discussion, Group Dynamics & Workshops
- Case Studies
- Simulation and games
- Learning Debriefing
- Video
- Individual/Group Presentation Templates
- Post Training via our E-Learning portal

### Program Schedule :

Registration : 8.30am  
Morning session : 9.00am - 10.30am  
Morning Tea : 10.30am - 10.45am  
Lunch : 1.00pm - 2.00pm  
Afternoon session : 2.00pm - 3.30pm  
Afternoon Tea : 3.30pm - 3.45pm  
End : 5.00pm



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# COURSE CONTENT

## Day 1

### 9.00am - 10.30am:

- Program overview and introduction.
- Understanding the concept of TQM, quality and improvement.

### 10.30am - 10.45am : Tea break

### 10.45am -12.45pm :

- The 14 Quality Tools :
  - ◇ Check sheet
  - ◇ Ishikawa Diagram
  - ◇ Graph and Chart

### 12.45pm - 2.00pm : Lunch Break

### 2.00pm - 3.30pm:

- Pareto Diagram
- Histogram

### 3.30pm - 3.45pm : Tea Break

### 3.45pm - 5.00pm :

- Scatter Diagram
- Control Charts

## Day 2

### 9.00am - 10.30am:

- Affinity Diagram
- Matric

### 10.30am - 10.45am : Tea break

### 10.45am -12.45pm :

- Prioritization
- Matrix

### 12.45pm - 2.00pm : Lunch Break

### 2.00pm - 3.30pm:

- PDPC Diagram
- Tree Diagram

### 3.30pm - 3.45pm : Tea Break

### 3.45pm - 5.00pm :

- Arrow Diagram
- Group Exercise
- Evaluation

### 5.00pm : End Of Program



## COURSE LEADER

### Tooty Jamaludin



Tooty started her career as a consultant for Malaysian Productivity Corporation from 1999 until 2009. She later joined MTDC as Assistant Vice President for grant evaluation unit before joining Ideal Connectors (IC) as an Executive Consultant.

As consultant, she is heavily involved in providing training and consultancy services towards meeting the customers' needs and requirements. Tooty focuses on programmes involving productivity and quality improvement such as implementation of effective 5S practices, assisting Innovative and Creative Circles (ICC) projects, assisting organization in quality management system ISO 9000 series, ISO 14000 and OSHAS 18000 manuals, procedures and audit preparations.

She was also involved in audit activities such as 5S certification audit and Grant Evaluation audits both for MPC, MTDC and SMIDEC. Her customers are both private and public sectors like Nestle, Ipoh Specialist Hospitals, FAMA, Tenaga Nasional Berhad, MINDEF, Kastam Diraja Malaysia, Kementerian Penerangan and etc. She also has been invited to be a judge for ICC convention organized by both private and public sectors.

Academically, Ms Tooty holds MBA from UIAM specializing in Strategic Management, while her first degree was BSC (Hons) Statistics as well as Diploma in Statistics from UITM. During her tenure with MPC and MTDC, she had numerous opportunities to attend various training courses locally and abroad.

## IN-HOUSE TRAINING

**Do you have 5 STAFF and above with similar training requirements?**

ASL Training offers **In-House training programs** specially designed to meet the particular needs of the client's / organizations.

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*Our program is claimable fully under **HRDF/PSMB***

[Click here](#) to check out our crazy **PROMOTION**



## Registration Form

### PENGURUSAN REKOD DAN FAIL YANG EFEKTIF

**Date :** 22-23 Mar, 16-17 May, 13-14 Dec 2017 | **Venue:** Vistana Hotel, KL

**PLEASE COMPLETE THIS FORM AND EMAIL / FAX TO US EMAIL :**

**icare@asl-solutions.com ; shafi@asl-solutions.com**

**FAX : +603-5545 1978 ; TEL : +603-5542 0023 (Hunting Line)**

PARTICIPATION FOR TWO DAYS WORKSHOP FEE :

**RM 1480 Per Pax (Normal Price)**

**GROUP REG: RM 1,110 PER PAX!!**

(UPON MINIMUM 4 PAX's REGISTRATION— T&C APPLY)

**Or Single Reg: RM 1,184 PER PAX**

**For More PROMO PRICE?  
Call Us NOW !**

**DO YOU KNOW?!**

- You will get a FREE SPECIAL COUPON upon this registration!!**
- You will get a chance to WIN a MYSTERY GIFT during the program!!**
- You will get an EXCLUSIVE access to our PRIVATE E-LEARNING portal worth Rm300, life-long!!**

**ALL in this ONE registration! \*T&C Apply\***

#### PARTICIPANT'S NAME :

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

Position: \_\_\_\_\_ Dept: \_\_\_\_\_

DL : \_\_\_\_\_ HP: \_\_\_\_\_

Email: \_\_\_\_\_

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

Position: \_\_\_\_\_ Dept: \_\_\_\_\_

DL : \_\_\_\_\_ HP: \_\_\_\_\_

Email: \_\_\_\_\_

**Company Name:** \_\_\_\_\_

Address \_\_\_\_\_

City: \_\_\_\_\_ Postcode: \_\_\_\_\_

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

(Authorization (Signatory must be authorized on behalf of the company )

#### Person In Charge:

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

Position: \_\_\_\_\_ Department : \_\_\_\_\_

DL: \_\_\_\_\_ Email : \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

This booking is **invalid** without a signature & company stamp.

#### TERMS & CONDITIONS:

- Workshop Fee is not inclusive of accommodation and transportation
- Fees are inclusive of program materials and refreshments.
- Payment Terms - Following completion and return of the registration form, full payment is required within Ten (10) working days upon the issuance of invoice or a letter of undertaking (LOU) .Payment or LOU must be received prior to the conference/ training date. A receipt will be issued on payment. Due to limited conference/ training seats, we advise early registration to avoid disappointment.

#### 4.CLIENT'S CANCELLATION/SUBSTITUTION

Client's cancellation must be received in writing by MAIL or FAX two (2) weeks prior to the event in. All bookings carry a **50% cancellation** liability should the notice given is less than two(2) weeks and **100% cancellation** liability 7-days prior to the event

Non-payment or non- attendance does not constitute cancellation. ( However, complete set of documentation will be sent to you. Substitutions are welcomed at any time. All cancellations of registration must be made in writing )

- If, for any unexpected circumstances or reasons that ASL Group decides to postpone this event, the client hereby indemnifies and holds ASL Group harmless from any cost incurred in by the client. The event fee's will be refunded,

ASL Group reserves the right to change the content without notice.

- Copyright etc. - All Intellectual Property rights in all materials produced or distributed by group in connection with this event is expressly reserved and any unauthorized duplication, publication or distribution is strictly prohibited.

7. Important note: In the event that if ASL Group permanently cancels the event for any reason whatsoever, (Including, but not limited to any force majeure occurrence) and provided that the event is not postponed to a later date nor is merged with another event, the client shall receive a refund for the amount that the Client has paid to such permanently cancelled event.

- All Payment should Be Made to :

**ASL Training & Consultancy Sdn. Bhd.**

**COMPANY STAMP**



## PUBLIC TRAINING CALENDAR JAN - DEC 2017

PROGRAM / COURSE	DURATION (DAY)	QUARTER 1			QUARTER 2			QUARTER 3			QUARTER 4		
		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DEC
Effective Budgeting & Cost Control Training	2		15 - 16					18 - 19					5 - 6.
Finance Management Course for Non-Finance Professionals	2		22 - 23						16 - 17				5 - 6.
Quality Performance Indicator For Accounting Personnel	2		22 - 23								10 - 11.		
Human Resource Management Training	2	11 - 12.								19 - 20			
Training Needs Analysis	2				18 - 19							1 - 2.	
5 Star Customer Services	2			29 - 30							24 - 25		
Managing Customer & Complaints	2		15 - 16							26 - 27			
Leaders of 21st Century	2	18 - 19										21 - 22	
Management, Leadership and People Skills for New Leader & Executive	2				18 - 19					12 - 13.			
Higher Productivity & Effective Supervisory Skills	2							11 - 12.					12 - 13.
Kepimpinan & Penyeliaan Yang Berkesan	2	25 - 26											
People Skill For Making Result	2	18 - 19										21 - 22	
Sefiasaha Cemerlang 2017	2				19 - 20				9 - 10.				
Positive Attitude At Work	2					18 - 19		25 - 26					6 - 7.
Bengkel Sikap Kerja Positif	2					18 - 19							
EQ & Stress Management	2				25 - 26								11 - 12.
Pengurusan Rekod Dan Fail Yang Efektif	2			22 - 23		16 - 17						13 - 14	
Pengurusan Stor Dan Inventori Berkesan	2			22 - 23		16 - 17						13 - 14	
Pengurusan Masa, Multitasking & Tekanan Secara Efektif	2								22 - 23		23 - 24		
Behavioral Interview Technique	2					22 - 23					10 - 11.		
Recruitment & Selection Training	2					22 - 23					10 - 11.		
Professional Sale Excellence	2	25 - 26											
Closing Sale With The Power of Profiling	2				18 - 19								13-14.
Jom Jadi Kreatif!	2			22 - 23						26 - 27			
Excellent Business Communication Skills (Using NLP)	2					23 - 24							
Kemahiran Interpersonal (NLP)	2												
Writing Good Business Documents & Reports	2	11 - 12.											
Professional Grooming	2		22 - 23										
Microsoft Excel Training (Intermediate)	2				11 - 12.								
Microsoft Excel Training (Advance)	2				11 - 12.								
Communicating In English - Speak Well, Present Yourself Well	2					3 - 4.							
Awareness On Rigging & Slings Training	2			8 - 9.									
14 Quality Tools For Decision Making & Process Improvement	2			14 - 15									
Poka Yoke - Achieving Zero Defects in Production Operation	2										10 - 11.		
Expanding Future Success Through Lean Manufacturing Program	2					8 - 9.				26 - 27		1 - 2.	
										12 - 13.			

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