QUALITY CONTROL CIRCLE (QCC)  
[ a.k.a. Innovative & Creative Circle (ICC) ]

INTRODUCTION
Successful organizations leveraged on the total participation from their employees to achieve high quality standards in order to satisfy their customers. Quality Control Circle (also known as Innovative & Creative Circle (ICC) or just Small Group Activity (SGA)) consist of a small group of workers, usually coming from the same work area who voluntarily meet on a regular basis to identify, investigate, analyze and solve their work-related problems together in order to contribute to the improvement of the enterprise. It also helps respect humanity and to build a cheerful workgroup through the development of the staff's infinite potential. It has been the Japanese experience that 95% of the problems in the work area can be solved with simple quality control methods such as the 7 quality control tools [Ishikawa, 1986]. These tools will help QCCs to do brainstorming systematically and to analyze the problems critically. Then, through logical thinking and experience, most problems can be solved. Another benefit of QCC are improved two-way communication and teamwork. The management becomes more aware of the staff capabilities and, in turn, the staff becomes aware of the day-to-day problems of running an organization. Communication and teamwork between departments also improve. Organizations that introduce QCC programs help improve quality standards, workers’ morale and help establish customer confidence. Therefore, QCCs should be part of any company's Total Quality Program.

This training program is specially designed to train Facilitators, QC Leaders & Members on how to start a QCC team and systematically solve problems using proven QC tools and techniques. Participants will also learn how to prepare & present their ideas, facts, accomplishments as well as suggestions to the management in the most effective manner. Apart from lectures and practice sessions, this program also includes case studies to help reinforce participant’s understanding of the QC Tools functions in Problem Solving cycles. This training program is a must for those who want to adopt the QCC way of quality improvement through teamwork and people empowerment.

COURSE OBJECTIVES:
At the end of the course, participants will…
- Understand the purpose, benefits and method of QCC operations
- Be equipped with simple QCC techniques, problem solving skills and skills for effective participation in QCC activities
- Learn how to present QCC activities to the management.
- Foster closer human relations within fellow workers through group dynamics and work as a team
- Increase participation, solve problems and develop the feeling of importance through QCC activities

COURSE CONTENTS:
1. About QCC/ICC:
   - Introduction: What is QCC/ICC? History of QCC/ICC.
   - QCC/ICC benefits and problems.
   - Role of Management, QCC/ICC Facilitator, Leaders, Members
   - Definition of Quality.
   - PDCA: Problem solving approach and creativity
   - Usage of 7 QC Tools
   - QC Story: Presenting your team’s improvement activities
   - Exercises

2. Case Study Exercise 1:
   - Case Study 1
   - QC Tools and applications
   - Systematic problem solving steps.
   - Brainstorming and questioning techniques

3. Group problem solving techniques:
   - Understanding Motivation, Teamwork, Commitment and Productivity
   - Understanding group behaviors
   - Why teamwork is important?
• Effective communication
• Basic interpersonal skills
• Exercises

4. Forming Start-up QCC
• Forming a start-up QCC to solve work related problems
• Conducting effective QCC/ICC meetings and proceedings
• Do’s & Don’ts in QCC.
• Exercises

5. Case Study Exercise 2:
• Case Study 2
• Application of PDCA Cycle
• Application of 7 QC Tools
• QC Story Presentation
• QCC Implementation Plan

WHO SHOULD ATTEND:
- QCC/ICC Facilitators, Leaders and Members
- Section Heads, Supervisors, Trainers, Line Personnel who are involved in small group activities.

ADMINISTRATIVE DETAILS
Duration : 2 days
Time : 9.00am – 5.00pm
Venue : In-house or external training program

ABOUT THE TRAINER:
Nelson Kok holds a Master degree in Business Administration (MBA) and a B.Sc (Hons) degree in Geophysics obtained from the Universiti Sains Malaysia (USM), Malaysia. He has 25 years of work experiences, of which 18 years are in Training & Development related field. He has held managerial positions (Production Manager, Training Manager, TQM Manager, Human Resources Manager & General Manager) in various multinational Hi-Tech manufacturing corporations (AT&T Consumer Products Pte Ltd, Corner Peripherals Sdn Bhd, Seagate, Read-Rite (M) Sdn Bhd), as well as local companies (Globetronics Technology Berhad, Amquest Sdn Bhd) before establishing his own consultancy company (GGN Solutions).

He now serves as an associate consultant and a freelance corporate trainer to several established training providers throughout Malaysia, Singapore, U.A.E & Sudan. He has facilitated over 10000 participants from various multinational and local corporations including Motorola, DELL, AMD, WD, Seagate, Infineon, Agilent, Osram, Jabil, Plexus, Siltera, SONY, Matsushita, Sumitomo, Toray, PETRONAS, ING Malaysia, Lafarge Malayan Cement Bhd, Securities Commission Malaysia, Telekom Malaysia, Malaysia Communications and Multimedia Corporation(MCMC), JKR, VADS, MTN, ZAIN, Petro-Energy E&P, White Nile Petroleum Operating Co., DAL Motors, KENANA Sugar Co., Global Edutech Management (Suzhou) Co, etc. He also serves as a lecturer for several higher learning institutes such as Open University Malaysia (OUM), Society of Business Practitioners, UK (SBP), and International Centre for Quality, Sudan.

Throughout his career, he was trained in Japan, Singapore, Malaysia, Thailand, Sudan and is a certified trainer on team development, leadership, quality and productivity programs such as 7 Habits of Highly Effective People, Zenger-Miller Frontline Leadership Program, Performance Management System (PMS), Managerial Decisions & Business Modeling, Managerial Statistics, Train-The-Trainer, Total Quality Management (TQM), Statistical Process Control (SPC), Quality Control Circles (QCC) Facilitator, 7QC Tools, Problem Solving & Decision Making, Total Productive Management, MRPII, ERP, Team Building Program, DDI Supervisory Program, and many more. He has also conducted many quality audits and was directly involved in his company’s ISO 9001 and Quality Management Excellence Award (QMEA) certifications. Nelson’s area of specialization is in helping organizations to achieve higher effectiveness and productivity using proven Leadership, People-Management, Quality and IT techniques and tools.