



Accredited Certification Int'l Ltd. 國際認可認證有限公司

*Your True Partner in Management System training*

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## ACI Training Course

<b>Code (TQC4)</b> <b>New Quality Improvement Method Practice Course</b> From 9:30a.m. to 5:00p.m. 1 day
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### Introduction

Today, TQM is strategic quality initiatives that would use logical thinking methods and guideline-principles as the basic for organizations' sustainable improvement. Handling a series of complicated problems is the required ability of most of the entrepreneurs and managers. No matter how complicated the issues are, there are always solutions to the problem. But what the matter is whether the methods to solution are appropriate.

The new seven QC methods are suitable for handling the above problems. **(The new seven QC methods focus on quality analysis, which is different from traditional data-based QC)**, this method would rearrange language data to graphs, which would be used in solving problems to reach goals. Through the application of the new seven QC method, management personnel can quickly identify the sources of problems from the complicated management situations. It can also tackle the sources directly, and quickly plan out different possible solutions. The methods could be easily learned and are easy-understanding tools. On the aspect of daily work application, it is simple and easily learned by the public. For professional application, it is a scientific practical. Knowing it well can strengthen the logicity and problem solving ability of affairs analysis, and this could finally implement the TQM.

### Objectives

The feature of the course is to let the participants learning different "Know How" methods through stepwise learning and participation. It will also give assistance to the internal part of the enterprise to implement different management systems, so as to improve the management quality within the company, and finally they could apply the quality improvement methods!

1. Learning how to simplify the complicated data, thus transforming them into systematic and effective information by application of graphs.
2. Improving the ability of identifying, controlling, analyzing and tackling the problems.
3. Improving the quality and management ability to strengthen the competitiveness and operating ability of the enterprise.

### Details

1. The characteristics of the new seven QC methods
2. Affinity Diagram ~ Identifying the problems from complicating situations
3. Relation Method ~ using the cause and effect relationship to find out suitable strategy
4. Systematization Diagram ~ use systematic method to identify major and minor systems
5. Matrix Diagram ~ use diversify thinking to clarify the problem
6. Arrow Diagram ~ using appropriate schedule to carry out high efficiency management
7. Process Decision Program Chart ~ diverting problems to the expected results along the process
8. Matrix Data Analysis Method ~ Control the core factors
9. How to apply the new quality control method to tackle the management problem efficiently

### Methodology

~ Presentation, workshops and case studies

### Certification

~ Participants will receive a certificate after finishing the course

### Venue

~ ACI Training Centre



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您在管理系統訓練上的真誠夥伴

## ACI 培訓課程

**Code (TQC4) 新品質改善手法活用實務課程**  
上午九時三十分至下午五時正 1 日

### 培訓簡介

在這個推行 TQM 的世代，如何以一種理性的思考方式與以指導原則作為持續改進組織的基礎，是一件重要的事。很多企業管理人、經理人都必須具備處理一連串複雜問題的能力。其實，無論怎樣複雜的事情，都總有其『脈絡』可尋，問題只是取決於有否使用恰當的手法去分析和探討，而新 QC 七手法正適合用來解決上述的難題。

(新 QC 七大手法著重於質量分析，有別於傳統著重於數據分析的 QC)，新 QC 七大手法將語言數據利用圖形重組，以作解決問題並達致目標。透過最新 QC 七大手法的應用，管理人員可以快速從一片複雜的經營管理問題狀態中理出頭緒，然後找出問題的根源。這樣同時可以直接而快捷地從問題根源處入手，規劃出各種的可行的解決方案。此手法可說是一套易學、易懂又好用的工具。在日常實務應用上，這是簡單且適合大眾學習的；而在專業的應用上，它又具備科學化之實用性。熟悉它的操作，可加強對事務的邏輯性分析及處理能力，並將能真正落實 TQM 的做法。

### 培訓目的

本課程以漸進學習及參與式學習為特色，讓參與者能真正學習到各手法之『Know How』，以協助企業內部推行各項管理制度與提昇管理品質，並達至活用品質改善管理手法！

4. 學習如何利用簡單的圖表把繁瑣的資料，整理成有系統、有效用的資訊。
5. 提昇發現問題、掌握問題、分析問題及解決問題的能力。
6. 增進管理實力、提升品質，以增強企業的經營能力及市場競爭力。

### 培訓內容

10. 新 QC 七大手法的特性
11. 親和圖法 Affinity Diagram～從混亂複雜的狀態中確立問題
12. 關連圖法 Relation Method～以因果關係尋找適當解決策略
13. 系統圖法 Systematization Diagram～以系統方法確立彼此主次系統
14. 矩陣圖法 Matrix Diagram～以多元的思考使問題點明確化
15. 箭頭圖法 Arrow Diagram～以最適日程計劃進行高效管理
16. PDPC 法 Process Decision Program Chart～將問題隨過程導引至希望結果上
17. 矩陣資料解析 Matrix Data Analysis Method～掌握主成分因子
18. 如何有效應用新品管手法解決管理問題

### 上課模式

～ 講解、工作坊及個案分析

### 證書

～ 完成課程之學員將獲頒發課程完成證書乙張

### 上課地點

～ ACI 訓練中心