

## Supervise Quality Procedures (Blended) SFw ELE-QUA-3007-1.1

Code: SQP

Duration: 16 Hours

---

### Synopsis:

This module is developed to enable learners to acquire knowledge and skills in quality procedures and supervise quality control teams at the work place. It is a systematic approach that workers can use to make incremental and breakthrough improvements in processes that produce products and services for customers.

### Course Objective:

On completion of this module, learners will be able to participate and supervise quality processes and be able to put it into practice at the workplaces.

### Course Outline:

The knowledge and skills covered in this module include:

#### Skills:

- Plan daily quality control activities
- Facilitate & control process quality
- Maintain process quality

#### Knowledge:

- Workplace based quality practices and procedures
- Importance of workplace communication procedures and practices
- Quality specification and tolerances within work or product specifications
- Types of quality data, statistic collection tools and methodology
- Types of workplace tools, equipment, machines, processes and operating procedures
- The importance of organisational procedures related to quality
- Workplace communication processes within the quality framework
- Identifying safety hazards
- Types of workplace communication techniques
- Relevant industry codes of practices
- Non-conformities in the workplace and the quality systems
- Development strategy for self and team members

**For Whom:**

Suitable for Line or Team Leaders, Technicians, Supervisors and Engineers.

**Entry Requirements:**

Participants are assumed to:

- Have completed 'O' Level or equivalent; or
- Have the ability of:
  - Basic knowledge of the Singapore Workplace Safety and Health requirements;
  - Follow written and oral work instructions;
  - Listen, read and write English at a proficiency level equivalent to the Employability Skills System (ESS) level 5;
  - Manipulate numbers at a proficiency level equivalent to Employability Skills System (ESS) level 5.

**Training Medium:**

This module is conducted in English.

**Training Methodology:**

This module is delivered through e-learning, lectures, group activities and demonstration.

**Essential Requirement:**

Participants are required to bring their personal laptop for the work assignment.

**Assessment Methodology:**

The assessment is conducted through oral/written assessment, work assignment and presentation.

**Certification:**

An individual who completes a module will be awarded a Statement of Attainment (SOA).