



Supervise Quality Procedures

Code: SQP

Duration: 16 Hours

Synopsis:

This course is developed to enable participants 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 course, participants will be able to participate and supervise quality processes and be able to put it into practice at the workplaces.

Course Outline:

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

Abilities:

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

For Whom:

Suitable for Line or Team Leaders, Technicians and Supervisors.

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 Workplace Literacy (WPL) level 5-High Intermediate ("N" Levels);
 - Manipulate numbers at a proficiency level equivalent to the Workplace Numeracy (WPN) level 5-High Intermediate ("N" Levels).

Essential Requirement:

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

Training Medium:

This course is conducted in English.

Training Methodology:

This course is delivered through lectures, group activities and demonstrations.

Assessment Methodology:

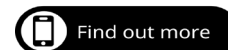
A work assignment and presentation is conducted at the end of the course.

Certification:

A Certificate of Proficiency will be awarded to participants upon completing and passing the assessment. Otherwise, a Certificate of Participation will be issued to those who attained a minimum attendance of 75%.

Contact Us:

For further information or registration, please contact +65 6483 2535 or email emarketing@elitc.com



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