

Supervise Quality Procedures (Blended) MF-COM-301C-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).