



## 7 Tools of Quality

**Duration:** 1 day

### In-Company training:

Smallpeice courses are all available in-company for cost effective group training. This provides the opportunity to customise the content and to include practical activities that are linked to your own processes and products.

Before training onsite we will discuss and scope your requirements and provide a bespoke delivery plan and proposal for your review.

For more information on the options, please contact Smallpeice on +44 (0) 1926 336423 or email [train@smallpeice.co.uk](mailto:train@smallpeice.co.uk)

### Overview:

This course aims to provide delegates with an understanding of the classic '7 Tools of Quality' and how these can be applied both within the context of Practical Problem Solving and in stand-alone work applications for daily work.

Delegates will work together in selected teams to practice the tools on a mix of mini-case studies and live problem scenarios. As such delegates are asked to come to the training with a current problem which is suitable for using in training as an exercise. Delegates should be prepared to provide a brief overview of their problem to the rest of the group. The problems will be used to practice the tools where appropriate. Guidance and criteria regarding problem selection:

- Must be able to visit and observe the area of concern / problem
- Problem must not be highly sensitive or confidential
- Needs to be something where some data is available
- Needs to be something that isn't too complex for people to understand
- Needs to be agreed with your supervisor as an option

### Outline:

#### Introduction to the 7 Quality Tools

- History and background
- Links to Practical Problem Solving context

#### Flow Charts

- Purpose & Application of Flow Charts
- How to facilitate flow charts - hints and tips

#### Check Sheets

- Different types of checksheet and their application
- Designing a check sheet - tips and traps

#### Cause and Effect Diagrams

- Construction of a Cause and Effect
- Approaches to Brainstorming the causes
- Approaches to selecting the most probable causes
- The importance of verifying the cause and link to asking why five times

#### Pareto Charts

- How to construct and interpret a Pareto Chart
- Different applications of the tool
- Pareto in Excel

#### Histograms

- Purpose and use of Histograms
- Construction and interpretation of Histograms
- Histograms in Excel

#### Control Charts

- Purpose & application of control charts
- Construction and interpretation of control charts
- Control charts in Excel

#### Scatter Plots

- Purpose of Scatter Plots
- Understanding and describing correlation
- Construction of scatter plots in Excel
- Interpreting scatter plots