

## Problem Solving and 7 QC Tools

### About the program:

The seven quality control tools (7 QC Tools) are very simple and powerful tools to solve day to day business work related problems. They help in identifying the root cause of the problem and taking corrective actions.

This program is relevant for both service and manufacturing sectors in the current rapid globalized and competitive business environment where continuous improvement in all functions and levels in an organization is a must.

### Objectives:

- ) Application of 7 QC tools problem solving techniques in your business.
- ) Identifying when to use and which tool to use in solving business problems.

### Content:

- ) Continuous improvement cycle
- ) Identifying and defining the problem
  - Flow Charting
  - Check sheet
  - Trend charts and control charts
  - Pareto Charts
  - Histogram
- ) Root Cause Analysis
  - Fish bone diagram
- ) Scatter Plot

### Methodology:

- ) Lectures
- ) Management Games
- ) Hands on success story

# **FORTUNE INSTITUTE OF INTERNATIONAL BUSINESS**

## **Who may attend?**

The program is meant for aspiring professionals from Manufacturing, Service Sector, Hospitality, Banks, Insurance, IT, SME organizations, Government Sector.

## **Expected outcome:**

- ) Basic understanding of Problem solving 7 QC tools
- ) Application of 7 QC tools to identify business problem
- ) Application of root cause analysis tool

## **Resource Person:**

Dr Sharad Chaturvedi brings with him an enormous mix of experience in industry and academics in India, Middle East and South East Asia for more than 25 years. He has worked with Hindustan Zinc Ltd, Mahindra and Mahindra, MS Al Suwaidi, Kirby Buildings in the areas of Operations, Quality Assurance, MIS and Business Excellence. He is a Certified Lean Six Sigma Master Black Belt and ISO Lead Auditor. He has trained Lean Six Sigma Black Belts/ Green Belts and mentored their projects. He is a B. Tech, MBA also PhD degree holder.

**Venue:** FIIB Campus, New Delhi

## **Registration Details:**

For details regarding registration process and other queries please contact our MDP cell at:

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