



## Overview

Statistical Quality Control (SQC) represents a key part of any quality management system for any organization that looks forward to excel. Its role attains more importance with improvement projects. This training will introduce the trainees with the fundamentals of statistical quality control methods along with their applications and workshops.

Through focusing on practical aspects, the trainees should be able after the end of this training to select and implement the appropriate quality control tool depending on each situation. An overview of the MINITAB statistical package will be explained throughout the training.

**Objectives:** great objectives for this course are:

- Understand and know how to establish quality, quality control, and quality assurance at an organization.
- Understand and implement the role that variability and statistical methods and techniques play in controlling and improving quality.
- Understand and implement the tools of statistical process control (SPC).
- Design, implement, and interpret control charts for variables.
- Design, implement, and interpret control charts for attributes.
- Understand, calculate, and properly interpret process capability.
- Understand and evaluate process performance.
- Design single-sampling and double sampling plans for attributes.
- Use and implement the main functions of the Minitab software.

## Targeted Groups

This course will be of great benefit for both manufacturing and service organizations, banks, food, healthcare institutes, organizations who seek to reduce defects, cost and improve customer satisfaction, top management, production, quality managers, industrial engineers, QA/QC people, quality officers, process owners, and all who want to improve his/her skills in this area.

## Course Duration

"Statistical Quality Control (SQC)" course will be held on 18 training hours over six days for the public. This course can be customized based on in-house training to meet certain needs.



## Course Outlines

- **Chapter 1 : Quality Overview**
  - Introduction to quality
  - QA/QC
  - SQC and SPC
  - Workshops and group activities
- **Chapter 2 : Descriptive Statistics**
  - Meaning and importance of statistics
  - Types of data
  - Data collection
  - Data analysis
  - Presenting Data
  - Workshops and group activities using Minitab
- **Chapter 3 : Business Process**
  - Understanding the business process
  - Business process Modelling
  - Process variation
  - Workshops and group activities using Minitab
- **Chapter 4 : Inferential Statistics**
  - Normal distribution
  - Standard normal distribution
  - z-table
  - Practical applications using the z-table
  - Workshops and group activities using Minitab



- Chapter **5**: SQC: Statistical Quality Control
  - Process Capability Analysis
  - Acceptance sampling
  - Control charts for variables
  - Control charts for attributes
  - Workshops and group activities using Minitab

## Date, Time, and Venue

- Date: 14 – 30/3/2022 (Mon & Wed of each Week)
- Time: 7:00 – 10:00 PM Jordan time
- Venue: ONLINE using Zoom platform

## Course Fees

Standard fees are \$500 or JOD320. JAQM offers 10% discount for individuals. Accordingly, course fees will only be JD288. Fees are to include:

- Completion e-certificate issued by JAQM and internationally accredited by the International Accreditation Organization (IAO) located in USA.
- Training material in pdf format.
- Handouts.
- Instructor notes.

## Payment Methods

To make it easy to settle the course fees, JAQM offers different alternatives for the fees payment as follow:

- Transfer to JAQM's bank
- Cash deposit in JAQM's bank
- Western Union transfer
- ZainCash Wallet
- Orange Money Wallet

Please chose in the registration form the method that is best for you so as we can send you the details based on your choice.



## Presentation Approach

- Online using Zoom platform
- English for datashow
- English for material and handouts
- English/Arabic for delivery and discussion
- Throughout the training sessions, there will be different case studies on each topic, different workshops, and group activities.

## Registration Process

To enroll in this course, please click the following link and fill out all the fields in the registration form:

<https://forms.gle/dbBtzNRfcspRqQTVA>

Once you submitted the application form, you will receive a notice that your application is received and recorded. Registration is confirmed only after fees settled as per your payment method.

For further information or details, please email JAQM at [training@jaqm.net](mailto:training@jaqm.net), or call +962 6 516 0157.

JAQM has the right to delay, cancel, or update the course date without any legal or illegal responsibility due to the date change.