



# Statistical Process Control

## Tools, Techniques and Tips

A comprehensive training course and workshop

- IMPROVE THE QUALITY OF PRODUCTS & SERVICES
- MAKE SENSE OF YOUR DATA
- REDUCE WASTE AND REWORK
- IMPROVE PRODUCTIVITY AND INCREASE PROFITS
- INCREASE CUSTOMER SATISFACTION
- APPLY SPC TO
  - SALES
  - MANUFACTURING
  - SERVICE
  - ADMINISTRATION
- BENEFIT FROM TRIED AND TRUE METHODS
- LEARN TO INTERPRET DATA – ANTICIPATE PROBLEMS & MAKE BETTER DECISIONS
- LEARN TO APPLY PRACTICAL STATISTICS IN REAL LIFE APPLICATIONS.

### SIX SIGMA QUALITY DEFINED

Whether you produce a manufactured part or provide a service, applying statistical techniques to your systems or processes will significantly improve your business. The secret is to choose the right techniques and to apply them at the right time in a cost-effective manner. This course covers the following:

- Introduction to statistical process control
- Data collection
  - Operational definitions
  - Sampling
- Check sheets
- Control chart theory
  - For Variables & Attributes data
  - Chart Interpretation
- Histograms
- Capability analysis
  - (includes Cp, Cpk, Non-normal).
- Pareto Diagrams

#### Comments from previous participants:

*'Statistical process control explained in an understandable way.'*

**Graham Murrell, Bonlac Foods Ltd.**

*'A terrific course, well paced, excellent reference material....'*

**Darren Knights, Department of Defence - Navy.**

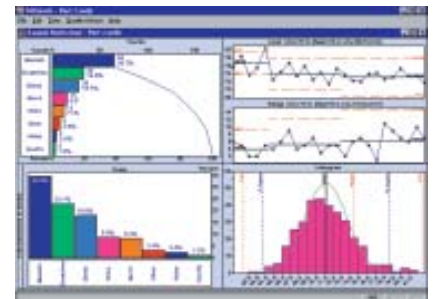
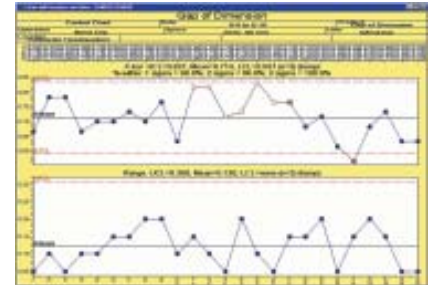
*Learnt an enormous amount - putting it into practice will be the next challenge - Looking forward to this!*

**Chris Jardine, NZI Insurance.**

#### Dates and Location

**Sydney:** 27-28 October 2009  
Mercure Hotel

**Melbourne:** 13-14 October 2009  
Quest Kimberley



All registrations will be acknowledged and complete venue details will be provided. Numbers are strictly limited to ensure maximum benefit to participants.

## Registration Form

To register, complete & FAX (03) 9770 1995

I want to attend this seminar for \$795 plus GST in

Sydney  Melbourne

Name \_\_\_\_\_

Title \_\_\_\_\_

Organisation \_\_\_\_\_

Street address \_\_\_\_\_

City/State/Postcode \_\_\_\_\_

Phone \_\_\_\_\_

Fax \_\_\_\_\_

E-mail \_\_\_\_\_

Payment is due in advance of the seminar

Cheque (Please make payable to PQ Systems Pty Ltd)

MasterCard/Visa

Card No \_\_\_\_\_

Exp. date \_\_\_\_\_ Name on card \_\_\_\_\_

Signature \_\_\_\_\_

P.O. \_\_\_\_\_

Please invoice me.

Please call me about in-house training.

Cancellations are accepted with full refund up to two weeks before the course. For cancellations after this, PQ Systems reserves the right to expect full payment of the course fee. Substitutions are welcome at any time.