



# Statistical Process Control Tools, Techniques, and Tips

*A comprehensive training course and workshop*

## Comments from previous participants:

"Statistical process control explained in an understandable way."

*Graham Murrell  
Bonlac Foods Ltd.*

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

*Chris Jardine  
NZI Insurance*

"Excellent, very well run with exercises thrown in at the right times. Fantastic course! Well run!"

*Ben Tessmann  
Holcim Australia  
Pty Ltd*

## Seminar benefits

- 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, and administration
- Benefit from tried and true methods
- Learn to interpret data, anticipate problems, and make better decisions
- Learn to apply practical statistics in real life applications.

## Seminar contents

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 and Attributes data
  - Chart Interpretation
- Histograms
- Capability analysis (includes Cp, Cpk, Non-normal)
- Pareto Diagrams

## Cost

\$995 plus GST per person  
\$895 plus GST per person if you register at least 30 days prior to seminar

## Dates and locations

Adelaide  
13 & 14 June 2012

Brisbane  
20 & 21 June 2012

Melbourne  
5 & 6 September 2012

Sydney  
24 & 25 October 2012

All registrations will be acknowledged. Numbers are strictly limited to ensure maximum benefit to participants.



## Registration Form

**P: (03) 9770 1960 F: (03) 9770 1995**  
**www.pqsystems.com.au**

Name \_\_\_\_\_  
 Organisation \_\_\_\_\_  
 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.

Prices and dates are subject to change without notice.

**Cancellation information**  
 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. Registration is limited.