

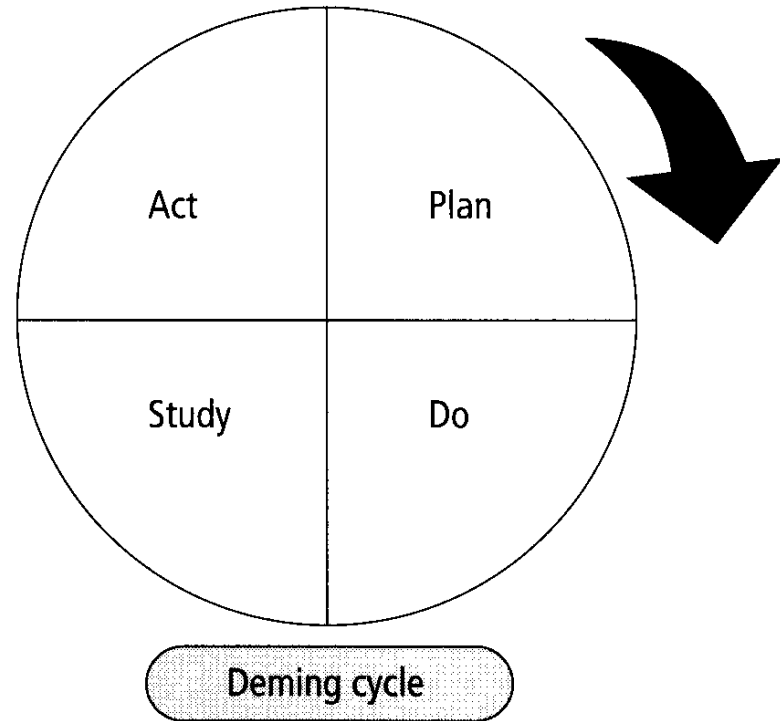
Quality Management Problem Solving Tools and Techniques

Problem Solving Tools and Techniques

- If you don't know where you are going, you will probably end up somewhere else.
 - Laurence J. Peters
 - Author and business theorist

Problem Solving Tools and Techniques

- Dr. Deming's Plan-Do-Study-Act Cycle



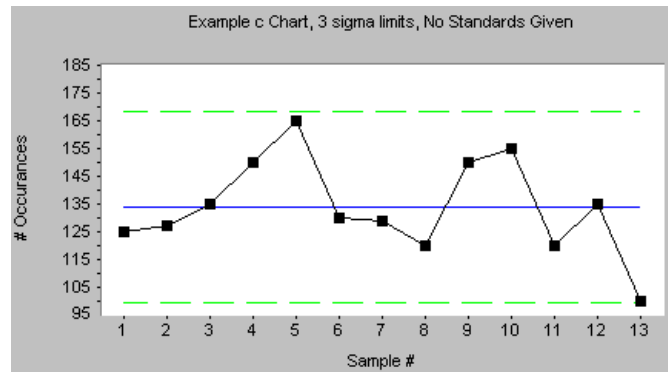
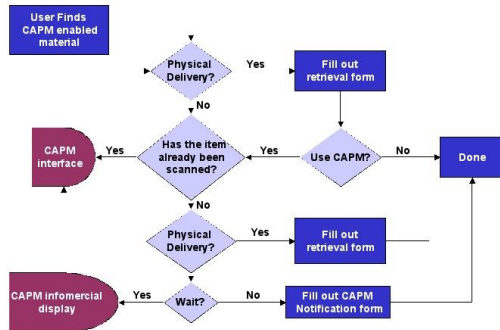
Problem Solving Tools and Techniques

- Seven Tools of Quality
 - Flow Chart
 - Control Chart
 - Check Sheet
 - Histogram
 - Pareto Diagram
 - Cause and Effect Diagram
 - Scatter Diagram

Problem Solving Tools and Techniques

- Seven Tools of Quality

CAPM Flow Chart

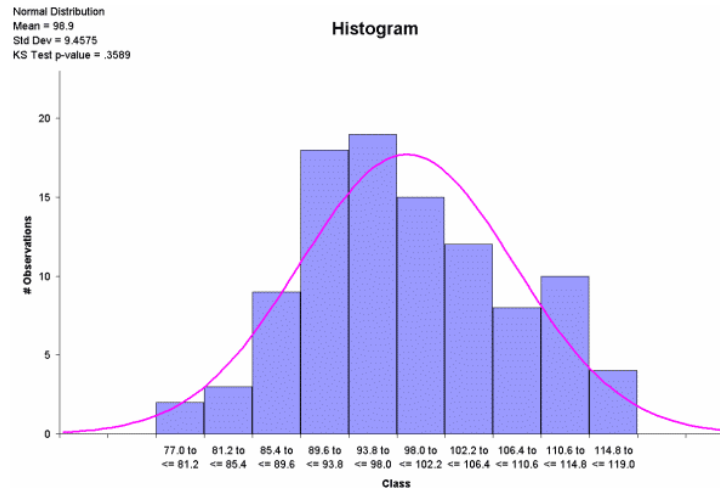


Typing test analysis Date: 12th Oct

Typist: Kelly Hall Test: R324

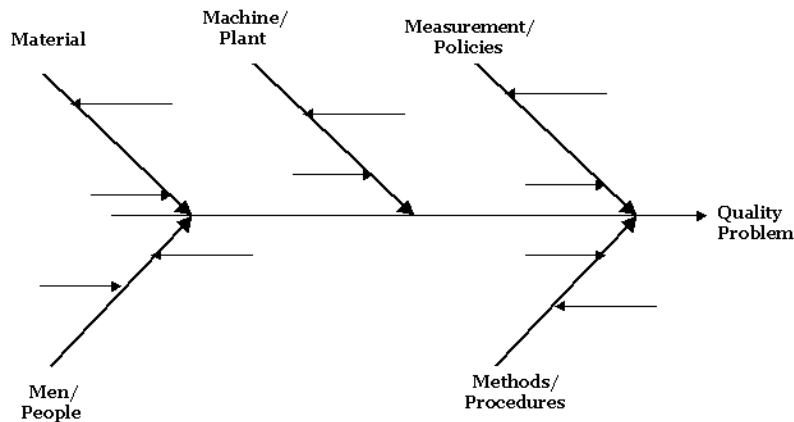
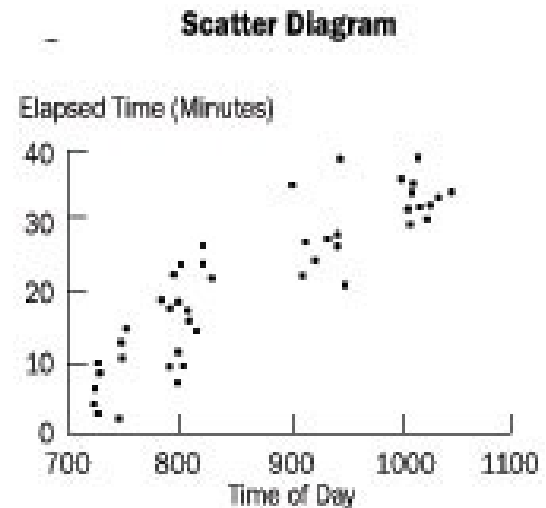
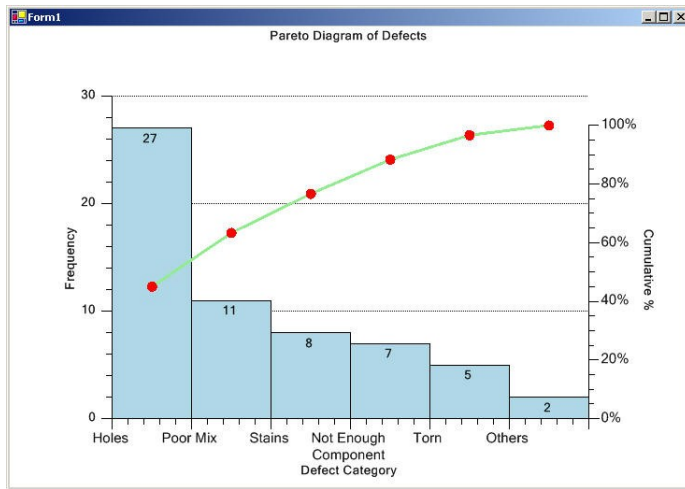
Examiner: Jay Brown

Type of error	Count	Score
Reversed letters		5
Missing letters		8
Extra letters		5
Wrong letters		10
Total errors:		28



Problem Solving Tools and Techniques

- Seven Tools of Quality



Problem Solving Tools and Techniques

Creating a flow chart

1. Define the Process Steps by Observing the Process
2. Sort the Steps into the Order of their Occurrence in the Process
3. Place the Steps in Appropriate Flow Chart Symbols
4. Create the Chart
5. Evaluate the chart for completion

Problem Solving Tools and Techniques

- Flow Chart Symbols

