



CPT

SKILLS DEVELOPMENT SOLUTIONS



Learnerships



Skills
Programmes

Quality in the Workplace - Skills Programme NQF 4 Breakdown

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Name of Module	Unit Standards covered	NQF Level	Duration	Approval Number
Quality in the Workplace (8 Credits)	14586 – Monitor and control quality control practices in a manufacturing / engineering environment (8)	4	5 Days	MERSETA SP 0135/07-17

Contents of the Workbook

QUALITY ASSURANCE: A CHALLENGE TO MANAGEMENT
Quality assurance objective
Quality: the meaning of quality
The main parameters of quality
Quality of design
Quality of conformance to design
Quality of service
Economics of design
Quality costs measurement and analysis
Company-wide quality
Quality control activities
Top management's role
Middle management's role
The operator's role
Quality management system (ISO 9001:2000)
QUALITY SYSTEMS FLOW CHARTING
The flowchart diagram

Definition of a flowchart
Basics of a flowchart diagram
Flowchart symbols
How to construct a flowchart diagram
QUALITY AUDITING
The quality audit procedure
PROCESS CONTROL TECHNIQUES – CONTROL CHARTS
Why process control?
What is involved?
What do I measure?
Types of data
CONTROL CHARTS
What is a control chart?
Different types of charts
Selecting a variables chart
Control charts for variable data
CONTROL CHARTS FOR ATTRIBUTES DATA.
Why look at attribute data?
Defects and defectives
Selecting an attribute chart
Recording the data
CONTROL CHARTS FOR COUNTABLE DATA
C CHART (DEFECTS PER SAMPLE OR SUBGROUP)

Recording the data
HOW TO INTERPRET CONTROL CHARTS
Theoretical background to control chart interpretation
Characteristics of a natural pattern
Characteristics of an unnatural pattern
Basic interpretation of control charts
Interpretation of the \bar{x} chart and σ chart
Some causes affecting the \bar{x} chart
Interpretation of the Bar X chart
Some causes affecting the Bar X chart
Interpretation of x charts (charts for individuals)
INTERPRETATION OF p CHARTS AND OTHER ATTRIBUTE CHARTS
TESTS FOR UNNATURAL PATTERNS
Zone tests
Tests for instability
Interpretation of the x's
Common mistakes to be avoided when interpreting control charts
INSPECTION AND SAMPLING
Selecting items
100% inspection
Sampling inspection
Ad-hoc sampling
Types of sampling inspection
Attribute or variables

Lot-by lot inspection
Internal or external inspection
Unit of product
Classification of defects and defectives
Acceptable quality level (AQL)
Submission of product
Drawing of samples
Acceptance and rejection
Control of non-conforming products
USING AND CARING FOR BASIC MEASURING INSTRUMENTATION
Callipers
Micrometers
Verniers

Contact Details

**College of Production
Technology (Pty) Ltd
15 Lakeview Crescent
Kleinfontein Lake Office Park
Pioneer Drive
Benoni**

0860 278 278

info@cpt.co.za

www.cpt.co.za



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