

# GMS WSQ: Apply Quality Systems (MF-COM-102C-1)

*Participants will be awarded the **Statement of Attainment** upon successful completion of the course.*

## Introduction

This course aims to provide participants with the knowledge and application skills in carrying out planning and daily work to meet quality system requirements as well as maintaining and improving work quality in their workplaces.

## Course Objective

- Plan daily work to meet quality system requirement
- Carry out daily work to meet quality system requirements
- Maintain work quality
- Improve work quality

## Target Audience

This course is catered to junior staff and junior supervisors.

## Prerequisites

- Able to read, speak and write basic English or
- ESS WPLN Level 3

## Course Outline

### ➤ Introduction to WSQ Framework

### ➤ Concepts of quality systems

### ➤ Work processes improvement tools

#### ➤ Quality control tools:

(Data-based method)

- Pareto diagram
- Graphs
- Run Charts
- Workflow analysis
- Histogram

#### ➤ Quality control tools:

(Idea-based method)

- Brainstorming
- Cause and effect diagram.
- Matrix diagram
- Team-working

### ➤ Resolving quality issues

### ➤ Pre-assessment activities

### ➤ Course review

## Methodology

This workshop will comprise lectures, demonstration, hands on activities on elements of competence, group discussions, Q&A and assessment.

Dates (2021)	: *Please refer to SNEF website for available dates
Duration	: 2 days, 9am to 6pm (16 hours)
Assessment	: On a separate day (1.5 hours)
Course Venue	: SNEF Corporate Learning Centre @ Tanglin Shopping Centre

**Register online at SNEF website [www.snef.org.sg](http://www.snef.org.sg)**

Click on 'Training' and Course Category '**Generic Productivity and Supply Chain – GMS WSQ**'

- ❖ **80% Course Fee Subsidy, capped at \$17/hr (SC aged ≤ 39/SPR)**
- ❖ **90% Course Fee Subsidy, capped at \$25/hr (SC aged ≥ 40/ SMEs)**
- ❖ **Absentee Payroll 80% of hourly basic salary, capped at \$7.50/hr. Eligibility period: 1 Jan – 30 Jun 2021**

SME	NON-SME	SELF-SPONSORED	Full Course Fee	Training Grant	Amount Payable
- All SC & SPR	- SC aged ≥ 40	→	\$406.60	- \$342.00	= <b>\$64.60</b>
⊗	- SC aged ≤ 39	→	\$406.60	- \$297.50	= <b>\$109.10</b>
	- All SPR	→	\$406.60	-	= <b>\$406.60</b>

*All prices stated are inclusive of 7% GST*

**SC** : Singapore Citizen

**SPR** : Singapore Permanent Resident

⊗ : Not Applicable

**SMEs** : Defined as companies with:

- (i) at least 30% local shareholding; AND
- (ii) Group annual sales turnover of not more than \$100 million OR Group employment size of not more than 200 employees.

## Funding Eligibility

In order to enjoy the funding, participants need to fulfill the following requirements:

1. Singapore Citizens or Permanent Residents (PR) of Singapore
2. Attain at least 75% course attendance
3. Successfully complete assessment & certified as competent
4. Has not enjoyed funding for the same course before
5. For company-sponsored participants, training must be fully sponsored by companies, which are registered or incorporated in Singapore

## Enquiries:

Veena DID: 6827 6973 / Training hotline: 6827 6927

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