

GMS WSQ: Supervise Quality Procedures (MF-COM-301C-1)

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

Introduction

This course is developed to enable participants to create the awareness of the skills and knowledge in supervising quality control teams at the workplace. It is a systematic approach that they can use to make incremental and breakthrough improvements in processes and services for customers.

Course Objective

Upon completion of this course, participants will have the knowledge and application skills in participating and supervising quality processes and will be able to apply them to the workplace.

These skills include:

- Supervising and monitoring quality control systems internal as well as external
- Reviewing processes for improving quality
- Developing and maintaining quality control record systems

Target Audience

It is catered to supervisory or managerial staffs.

Prerequisites

- Able to speak, read and write basic English or
- ESS Workplace Literacy/Numeracy Level 5

Course Outline

- This course will be covered on the following factors:
- Introduction to Quality Procedure
- Plan daily quality control activities
- Facilitate and control process quality
- Maintain process quality

Methodology

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

- ❖ **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 | → | → | \$481.50 | -\$400.00 | = \$81.50 |
| ⊗ | - SC aged ≥ 40 | → | \$481.50 | -\$272.00 | = \$209.50 |
| ⊗ | - SC aged ≤ 39 | → | \$481.50 | -\$272.00 | = \$209.50 |
| ⊗ | - All SPR | → | \$481.50 | -\$272.00 | = \$209.50 |

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 and certified as competent
4. Participant 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

Dates (2021) : *Please refer to SNEF website for available dates

Duration : Day 1: 9am to 6pm
Day 2: 9am to 5pm (15 hours)

Assessment : On a separate day (1 hour)

Course Venue : SNEF Corporate Learning Centre @ Tanglin Shopping Centre

Register online at SNEF website www.snef.org.sg
Click on 'Training' and Course Category '**Generic Productivity and Supply Chain – GMS WSQ**'

Enquiries:

Veena DID: 6827 6973 / Training hotline: 6827 6927

Email : veena@snef.org.sg / trg@snef.org.sg