MAWA EVENTS

Address: No. 857, Block A2. Leisure Commerce Square - No 9., 46150 Petaling Jaya, Selangor, Malaysia

Phone: +601116373203 | **Email:** info@mawaevents.net

QUALITY CONTROL CIRCLE (QCC) OR INNOVATIVE & CREATIVE CIRCLE (ICC)

""Delivering Customer-Centric Innovation through Agile Product Strategy, Execution, and Leadership""

Schedule

Date	Venue	Fees (Face-to-Face)
27 – 28 Jan 2026	Kuala Lumpur, Malaysia	USD 1995 per delegate

► **Available delivery methods:** Face-to-Face & Online Training

Introduction

Quality Control Circles (QCC) or Innovative & Creative Circles (ICC) are small group activities that empower employees to identify, analyze, and solve work-related problems. QCCs originated in Japan as part of the Total Quality Management (TQM) philosophy and continue to be a proven method for engaging employees in continuous improvement and innovation.

This intensive 2-day workshop equips participants with the knowledge and tools to effectively initiate, lead, and support QCC/ICC initiatives in their organizations. Participants will gain hands-on experience in identifying issues, using problem-solving tools, facilitating group activities, and presenting improvement ideas to management.

Objectives

By the end of this course, participants will be able to:

- Understand the principles, structure, and purpose of QCCs and ICCs
- Facilitate and participate effectively in team-based problem solving
- Apply quality tools such as cause-and-effect diagrams, Pareto charts, and flowcharts
- Manage the QCC/ICC process from problem identification to solution implementation
- Foster a culture of employee involvement and continuous improvement
- Present results in a compelling and structured way to management

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Why Attend

- Learn to improve quality, reduce waste, and enhance efficiency from the shop floor
- Encourage ownership and motivation among frontline employees
- Foster creativity and structured problem-solving in teams
- Build cross-functional collaboration and engagement
- Start or strengthen your organization’s QCC/ICC program

Target Audience

This program is designed for:

- Quality and operations managers
- QCC/ICC facilitators and team leaders
- Supervisors and front-line team members
- Lean coordinators and continuous improvement teams
- HR and organizational development professionals

Individual Benefits

Key competencies that will be developed include:

- Structured problem-solving and root cause analysis
- Facilitation and team leadership skills
- Creative thinking and process innovation
- Effective communication and reporting
- Engagement in cross-functional collaboration

Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Measurable improvements in quality, safety, and cost
- Stronger ownership of work processes at all levels
- A bottom-up approach to innovation and efficiency
- Enhanced employee satisfaction and retention
- Greater visibility of employee-led contributions to strategic goals

Instructional Methodology

The course follows a blended learning approach combining theory with practice:

- Concept briefings and real-world QCC/ICC examples
- Case studies and visual problem-solving tools
- Templates for problem tracking, analysis, and presentation
- Team-based group work and simulations
- Final presentations and peer/instructor feedback

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Course Outline

COURSE OUTINE

Detailed 2-Day Course Outline

Training Hours: 7:30 AM – 3:30 PM Daily Format: 3–4 Learning Modules | Coffee breaks: 09:30 & 11:15 | Lunch Buffet: 01:00 – 02:00

Day 1: Foundations of QCC/ICC and Problem Identification

- **Module 1: Introduction to QCC/ICC Principles (07:30 – 09:30)**
- History, objectives, and benefits
- Structure and roles: leader, scribe, facilitator, members
- Integration into TQM and Lean systems
- **Module 2: Forming and Leading Circles (09:45 – 11:15)**
- Choosing teams and identifying challenges
- Guidelines for participation and meeting discipline
- Circle dynamics and engagement tips
- **Module 3: Problem Identification and Prioritization (11:30 – 01:00)**
- Collecting improvement ideas from the workplace
- Problem selection matrix and feasibility filters
- Aligning problems with organizational goals
- **Module 4: Workshop – Circle Setup and Issue Selection (02:00 – 03:30)**
- Teams simulate a real QCC/ICC session: forming a group, identifying a focus area

Day 2: Problem Solving Tools, Innovation & Presentation

- **Module 5: Root Cause and Data-Based Analysis (07:30 – 09:30)**
- Using the 7 QC tools (Pareto chart, cause-effect diagram, control charts, etc.)
- Visualizing problems and root causes
- Brainstorming and consensus building
- **Module 6: Developing and Implementing Solutions (09:45 – 11:15)**
- Generating creative and low-cost ideas
- PDCA cycle for solution rollout
- Monitoring progress and standardizing improvements
- **Module 7: Presenting Results and Sustaining Circles (11:30 – 01:00)**
- Structure of QCC/ICC presentation and storyboard
- Tips for winning internal QCC/ICC competitions
- How to sustain interest and spread successful practices
- **Module 8: Final Simulation – QCC/ICC Team Presentations (02:00 – 03:30)**
- Teams present improvement ideas and receive feedback
- Instructor debrief and certification wrap-up

Certification

Participants will receive a **Certificate of Completion in Quality Control Circle (QCC) or Innovative & Creative Circle (ICC)**, recognizing their ability to lead or contribute to workplace improvement circles with practical impact.

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Why Choose MAWA Events

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