

Maintenance Work Quality Control Assurance Training

The training program involves conducting a full day of training (7 hours contact time in an 8 hour day) on equipment maintenance and repair work quality assurance and conformance. It covers developing and writing standard operating procedures that contain quality assurance activities which ensure a high quality work process is built into the way a maintenance job is performed. Trainees are taught best-practice quality management techniques and they identify the quality controls and proof-tests to include into work processes that help shutdown/turnaround and maintenance/service people to meet quality compliance requirements.

Training Course Content

Schedule	Content	Comments
Morning	<ul style="list-style-type: none"> Principles of Quality Control Human Factors and Human Error Work Quality Control Methods Review examples of TOM workplace quality controls and compare to company practices 	<p>In this section of the day we cover the necessary requirements of best-practice quality control systems. Much of the content is based on TQM as instructed by Feigenbaum and Deming. The intention is to provide a foundation of information and correct understanding to learn what is good content in a well functioning quality control system. Once people know what good QC looks like we ask them to compare examples of their current practices against the best-practices.</p>
After Morning Break	<ul style="list-style-type: none"> Failure Mode Effects Analysis Activity 1: Work quality control activity 	<p>The FMEA is used to identify the causes of a failure and identify what must be done to correct them.</p> <p>This activity involves doing work in a simulated process that has poor quality control performance. Groups of 4 to 5 people perform the simulation. They must identify the quality problems, then record and analyse the causes of quality problems by comparing the process design against best quality control practices learnt earlier in the morning.</p>
After Lunch	<ul style="list-style-type: none"> Activity 2: Develop work quality control improvements and implement them 	<p>In Activity 2 the work process problems from Activity 1 are to be addressed and the quality problems resolved. The groups are required to redesign the process to perform with high quality results. The groups develop necessary quality documents and test their new process to check that their improved process works well.</p>
After Afternoon Break	<ul style="list-style-type: none"> Activity 3 Test work quality control improvements under pressure and refine the process Review company procedures 	<p>The groups are asked to run their improved process in a competition under time pressure. Selected quality problems identified are discussed by the entire assembly to extract the learning in them. Improvements are made to the process and a final simulation is run to get a winning team.</p> <p>People review existing documents in the company's quality system and improve them based on the learning from the training course. The improved documents will be reviewed by the Course Instructor to help trainees reinforce good work quality control practices.</p>