I. Introduction
• Background of the company, team and members’ selection explained
• The team highlights the evidence of participation and effective planning of the project.

II. Project Selection & Definition
• The team clearly explained how and why the project was selected
• The project and terminologies used was clearly defined and explained.
• Target setting was explained and justified based on appropriate analysis or benchmark data/information

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Theme Defining
• Correlation of theme with quality objective
• Analysis in theme selection
• Management involvement
• Use of Quality Tools
• Milestone of QCC project
ICC

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ICQCC

Theme Defining
• Issues and opportunities that form the basis for investigation.
• Identifies the complexity level
• Analyze the supporting data
• Finalize the decision from the theme and sub-theme
• State the target expected within a planned period of time (Milestone chart preparation).
• Describe the management’s roles in linking the issues to a justified quality-theme.
• Identify the benefits from the application of the tools in order to support the analysis and decision of the team.
III. Improvement Opportunities Analysis

- Improvement opportunities were identified based on sufficient data/information which is gathered through various means and appropriate tools.
- Systematic analysis and evaluation of potential causes were conducted to identify root causes with appropriate use of tools.
- Verification and validation of selected improvement opportunities/root causes were carried out using various methods.

Root cause Analysis

- Team member participation
- Analysis process
- Use of tools

Dominant cause defining

- Data collection
- Data Analysis
- Improvement plan
III. Improvement Opportunities Analysis

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Root cause Analysis

- Exploration of causes which correlate with the area under investigation.
- The participation of the team members is the main interest of the assessment.
- The accuracy of cause analysis is very important to reveal the root causes.
- Establish the linkage between the cause and solutions.
- The cause and effect analysis (Ishikawa Diagram) is used in most cases.
- Other tools may also be used considering the complexity of factors.

Dominant cause defining

- Establishing a strong correlation of cause and effect.
- Applying techniques of gathering and analyzing scientific data (for example data – sampling – correlation – diagram (scatter diagram), etc).
- Confirming the dominant causes of main effect.
- Showing the support provided by management.
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IV. Creative & Innovative solutions/implementation

• The team has identified various potential creative and innovative actions/solutions.
• The team has carefully evaluated each alternative solution prior to the final selection based on appropriate criteria (advantages and disadvantages are considered).
• The team has assessed the final creative and innovative solution/s against targeted objectives.
• The team has carried out and implemented creative and innovative solution successfully. (Difficulties/barriers and how it was overcome, if any were explained).

ICQCC

Final arrangement and Implementation try out

• Improvement plan tracking
• Plan adjustment
  Inspection of the improvement result
  • Result measurement
  • Result comparison – Before and After
  Lesson Learning
• Lessons learnt
ICC

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ICQCC

Final arrangement and Implementation try out

• Team-work to arrange the improvement steps.
• Trial plan and efforts to avoid failure of the solutions.
• Actions to guarantee the improvement arrangement.
• Possible revision to the targets with logical considerations, to increase or decrease.
• Increased involvement of management in enabling the success of the trials.
• Efforts to monitor the trials and make adjustments in order to stabilize the results.

Inspection of the improvement result

• Making before and after comparisons of the improvement.
• Explaining the relevance of the applications of tools
• Analysis and conclusions from the results achieved.
V. Monitoring and Standardization

- The team has carried out a systematic and sufficient monitoring to ensure the improvement action is in place.
- The team is able to make appropriate adjustment to ensure the improvement is in place and maintained.
- Steps were taken to ensure that new procedures were endorsed, adopted, documented and shared.
- Actions were taken to ensure that the new adopted procedures were standardised and maintained.

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Lesson Learning

- Consider the possible side-effects the results achieved from the trials.
- Identify additional value that is obtained during the improvement.
- Study the negative effects and adopt prevention activities.
- Identify the additional value of the solution for the environment,
- **Assess the solutions for producing motivational value.**
- **Review the results by using qualitative and quantitative records.**

Establishment of New Standard

- New Procedure
- New target

Determining following project

- Follow on project
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**VI. Achievement & Value Creation**

- **Description of the types and quantum of achievement and value creation.**
- Reconciliation of target and actual achievement was made (cost incurred explained)
- **The solution selected is recognised for its uniqueness at company/industry/national and international level.**
- **The impacts of the achievement and value creation to environment, community and team members were stated.**
- The team provided evidence of verification and validation of achievement and value creation

### ICQCC

**Assessed under**

**Inspection of Improvement result**

- **Result measurement**
- **Result comparison – Before and After**

**Lesson Learning**

- **Lessons learnt**
VII. Presentation

- Well organised presentation with logical sequence and conforms to stipulated.
- Clear presentation, effective usage of visual aids and good public speaking

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- Separate assessment
SPEAKER:
Dr. John Man

In 1994, Dr. was appointed as the Technical Expert for ICQCC Hong Kong by APO.
In 2001, APO assigned Dr. Man to be resource person for the Six Sigma Symposium in New Delhi. From 2003-2006, APO, UNIDO and ILO appointed Dr. Man to undertake a number of quality improvement projects for the Vietnam Productivity Centre and Vietnam Cleaner Production Centre.
In 2006, the Indonesian Quality Management Organisation (IQMA) appointed Dr. Man to the organizing committee of ICQCC Bali. The purpose was to develop a suitable platform for the first QC competitions in an ICQCC. The work involved developing suitable assessment criteria for the International QC competitions in an ICQCC.