

Module Five

Quality Control

Session Guide

Session 5 Quality Control

Objectives

At the end of the session, the participants will be able to:

1. Understand the importance of quality control and how it impacts their livelihoods and enterprises; and
2. Employ analytical and problem-solving skills in quality issues and concerns.

Equipment & Materials Needed

Tear sheets or Kraft Paper
Easel or masking tape
Pentel Pens

Duration: One hour

Duration	Trainer	Learners
20 min	<p>Topic: Overview of Quality Control</p> <p><u>Instructional Guide:</u> Allow the participants to reflect on their own understanding of quality control and how they usually conduct quality control in their operations.</p> <ul style="list-style-type: none"> • Ask them what they think of and what they understand of quality control. • Ask them about their past and present quality control practices in the site. • Write a list of above-mentioned factors on flip board. • Ask how these local practices have evolved and why these are important to them. Probe: What are the local values and beliefs in quality control? • Ask if they see opportunities for change. • Ask how these changes can be brought about. • Process outputs and summarize them, including quality control, implications of quality control to participants' own enterprises, e.g., cost implications for rejects, etc. <p>Refer to your reading materials for technical details of the topic.</p>	<ul style="list-style-type: none"> • Discuss their understanding of quality control. • Discuss their past and present quality control practices. • Talk about how these local practices have evolved and why these practices are important to them. • Identify opportunities for change and how change can be brought about. • Ask relevant questions.
40 min	<p>Topic: Problem-Solving for Quality Planning and Control Systems</p> <p>Workshop-Discussion:</p> <ul style="list-style-type: none"> • Divide class to form three groups, depending on the size of the class. • Explain objectives and procedures of the session. • Ask participants to recall and discuss a critical shipment in which they experienced quality problems, and, as a result, low earnings. • Ask participants to generate a list of incidents in which they had poor delivery performance. They should 	<ul style="list-style-type: none"> • Recall a critical shipment with difficult quality problems. • Identify problem areas and suggested solutions. • Present their analysis and solutions. • Review and react to outputs of other groups. • Ask relevant questions.

Duration	Trainer	Learners
	<p>describe at what point in the operation these occurred.</p> <ul style="list-style-type: none"> • Ask why these problems occurred. Discuss factors in the local setting that contribute to non-compliance with MAC standards or poor delivery performance. • Ask participants how they addressed these problems at the time, and how they would do solve the problems if these arose again. <p>Finish the exercise with reminders of the responsibilities and relationships of the players in the Supply Value Chain, and the effect of quality issues on each of the players.</p> <p>Emphasize of the importance of good packing and increasing one's effectiveness, and link back to the session about what exporters will accept and will not accept. Have participants recall the Exporter Relations session and quality issues.</p>	