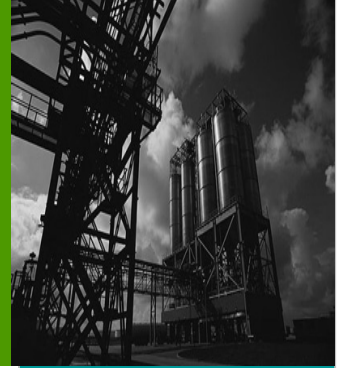


# QUALITY MANAGEMENT



## COURSE OVERVIEW

Quality is every employee's responsibility. Therefore, every person within an organization needs to understand and be able to apply basic quality concepts to their daily work activities and interactions, both internal and external. This module is a basic level training program designed to introduce quality concepts and tools fundamental quality practices and principles, to employees new to quality and to refresh the skills of those with some previous background in quality. It is designed for organizations dedicated to improving and maintaining the highest level of quality excellence from the ground up. The course is effective for employee training, orientation programs or reinforcing common quality competencies throughout your organization. It also satisfies Section 6.2 resource management requirements for the new ISO 9001:2000 standard which cover competence, awareness and training.

## COURSE OBJECTIVES

- At the end of this course, the participants will be able to:
- Discuss quality principles and practices,
- Apply to the business functions,
- Stand competitive
- Meet the organizational objectives

### Method of payment

Please complete and return the reply form together with payment.

Payment shall be made through Crossed Cheques/Postal Orders/ Bank Drafts/ Cash and Made Payable to "OCTAGON PETROLEUM TECHNOLOGY SDN BHD"

You may also bank-in direct to:

Malayan Banking Berhad  
Branch A/C: 564847100322  
Please provide a copy of the bank-in slip to our office for our reference and fax in to 603-9059 2431

### Cancellation & substitutions

A full refund will be promptly made for all written cancellations 2 weeks before the meeting. 50% refund will be made for written cancellations received 7 days before the meeting. A substitute may be made at any time.

### Note

a)The organizer has the right to make any amendments that they deem to be in the best interest of the course and to cancel the course if insufficient registrations are received a week before course commencements date .

b) CERTIFICATE OF ATTENDANCE will be awarded at the end of the course.

**OCTAGON  
PETROLEUM  
TECHNOLOGY SDN BHD**

No 2-3, Langsari Business Centre,  
Zone J2, Jalan Radin Anum,  
Bandar Baru Seri Petaling, 57000 Kuala Lumpur.

Tel : 03-90592430  
Email : training@octagon-petroleum.com

**OCTAGON**  
PETROLEUM TECHNOLOGY

## REPLY FORM

Name : \_\_\_\_\_

Job Title : \_\_\_\_\_

### Company Information

Company Address : \_\_\_\_\_

\_\_\_\_\_

Tel \_\_\_\_\_ Fax \_\_\_\_\_