Attaining zero defects improves a business and its reputation with its customers thereby increasing sales and revenue.

In order to reach this level of functioning every employee within a business would have to have the right training and be completely committed.

How much do quality failures cost your company? Why waste all the time finding and fixing problems? Why spend so much money to fix the cost of failure?

CAN WE STOP AN INCIDENT FROM HAPPEN?

CAN WE AVOID THE MISCALCULATION?

HOW TO PUT A STOP TO ANY DEFECTS BEFORE THEY HIT?

THE MAIN INTENTION OF ZERO DEFECTS ACTION is to improve business and its reputation with its customers which in turn expanding sales and profit. Implementation of doing things right the first time is a crucial matter regardless in what position they are, in any department or in each task they responsible with.

KEY HIGHLIGHTED IN ZERO DEFECTS ACTION:

- INTRODUCED
  Quality starts with no excuse

- PROACTIVE
  Preventing problems with far-reaching plan and prompt action

- CONTINUOUS
  Inhibit the root of defects from germinate

- REASSURE
  Save capital from unproductive issues

- REINFORCE
  Moving forward with expand profits by: eliminating cost failure & get high customer satisfaction

“The main intention of Zero Defects Action is to improve business and its reputation with its customers which in turn expanding sales and profit. Implementation of doing things right the first time is a crucial matter regardless in what position they are, in any department or in each task they responsible with.”

ZERODEFECTS

GOAL

ZERO DELAYS
ZERO FAILURES
ZERO MISTAKES
ZERO COMPLAINTS
ZERO ACCIDENTS
ZERO BREAKDOWNS

TIME SAVING
INCREASE REVENUES
HIGHER QUALITY PRODUCT
UPGRADE WORK EFFICIENCY
HIGH CUSTOMER SATISFACTION
CUT DOWN LOSSES AND DAMAGE

Course can be customised for In-house training

SK TRAINING ACADEMY SDN BHD
WWW.SK.MY

info@sk.my
training@sk.my

03 4142 5300
03 4141 6300
ZERO DEFECTS ACTION (ZDA) is a paradigm shift, a change in way of thinking, and performing that reinforces the idea that getting it right first time.

COURSE OBJECTIVES

- **REDUCING** the risk of defects that cause losses to the company.
- **STRENGTHENING** skills towards quality work and performance to boost productivity in the organization.
- **EMPOWERING** staffs with skills to do a task by "Do It Right The First Time"

**COURSE OUTLINE**

**MODULE 1: DEFECT MINDSET**
- What Cause Defects?
- Why we need Zero Defects?
- Enhance Profits Without Defects?

**MODULE 2: DEFENSE MECHANISM**
- How Defects Fall?
- The Three Choices Of Defects
- Shut The Defense Mechanism Code

**MODULE 3: ZERO DEFECTS ACTION (ZDA)**
- Mistakes are Controllable
- Do The Right Things
- How To Do Things Rightly?
- Action Starts Now

**MODULE 4: DO IT RIGHT FIRST TIME**
- Preventing Defect From Its Root
- Be Productive With Being Proactive
- Managing Small Actions Towards BIG Result

**MODULE 5: NO EXCUSE ZONE**
- Structuring ZDA Implementation
- Preventing Defects On The Job
- Developing The Quality Culture

**MODULE 6: ZDA ACCREDITATION**
- Meeting the ZDA KPI
- Individual ZDA Blueprint

**WHO SHOULD ATTEND?**

**THE COURSE** is relevant to all staff in any organization who wish to implement the Zero Defects Action as a culture towards organizational quality, productivity, and profitability enhancement.

It can be applied in any organizations such as in hospitality industry, engineering, manufacturing, or Oil & Gas Company which time and cost is the crucial benchmark for the company, and for the staff themselves.

**WHO IS SHAMSUDDIN KADIR?**

He has one of the most wanted experiences where he has been trained to work in an organization where staff must not do even a single error. Among his job experiences is working as a crew in airline industry. This professional duty need him to be prepared at any time within 24 hours a day for on call emergency specifically to meet the top urgent client critical needs.

He also experienced in sending new engine where he is in charge for AOG charter aircraft. His extensive experience covers multi different departments including, Engineering, Logistic, Human Resource, Administration, Finance, Accounting, Marketing and Critical Air Transport.

**Course conducted in bilingual (English & Malay)**

He is a certified trainer with years of experience in giving training in bilingual in English & Malay.

**FOR FURTHER INFORMATION:**
- 03 4142 5300 / 4141 6300
- 03 4142 7300
- www.SK.my

**Course can be customised for In-house training**
**REGISTRATION FORM**

**DATE:** 3 - 4 DECEMBER 2014  
**VENUE:** Grand Seasons Hotel, Kuala Lumpur  
**TIME:** 9.00 a.m. to 5.00 p.m.

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**COURSE FEE**

**INDIVIDUAL:**  
- [ ] RM 1,490 per pax  
- **Early Bird** (Registration before 21/11/2014)  
- [ ] RM 1,290 per pax

**GROUP:**  
- [ ] 2 persons and above: RM 1,190 per pax

*Course conducted in bilingual (English & Malay)*

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**Organisation**

**Address**

**Staff's Name & Position**

**Telephone No.**

**Fax No.**

**Email**

**Payment Method**

- [ ] Cash  
- [ ] Cheque  
- [ ] LO  
- [ ] Bank Transfer  
- [ ] Other: ________________

**Total Payment**

RM ________________

**Cek No./LO/Ref**

**Signature**

**Official Stamp**

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**Terms**

1. Limited seats are available.  
2. Course fees are inclusive of lunch, tea breaks, training note, training materials, certificate, and course bag.  
3. A letter of confirmation will be sent by email or fax once the organiser has received the fully completed registration form.  
4. We regret that no cancellations will be refunded. Should you be unable to attend, a substitute delegate is welcome at no extra charge.  
5. The organiser reserves the right to make change to the venue, date, trainer including cancellation of the course if warranted by circumstances beyond its control.  
6. We accept crossed cheques, direct bank-in/transfers, bank drafts and telegraphic transfers (TT) to "SK TRAINING ACADEMY SDN BHD" MAYBANK A/C No. 5622 0963 1238 or Bank Islam Malaysia Berhad A/C No. 1211 30 1004 7302 (Taman Melawati Branch).  
7. Local Order (LO) can be made payable to “ULTRA MIND RESOURCES” (MOF No. 357-02126463), Bank Islam Malaysia Berhad A/C No. 1203 80 1008 0830 (Shah Alam Branch). A Local Order (LO) must be presented before or during the event.

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Kindly fax a complete form to 03 4142 7300 or scan & email to salmee@sk.my