

Presents

Introduction to Statistical Process Control (SPC) Workshop

Statistical Process Control is a core Six Sigma discipline for improving processes by reducing variation.

Introduction to Statistical Process Control is for those who need an understanding of the basic concepts of statistics and their use in industrial quality management. The course is an experiential, hands-on exercise with a minimal use of mathematics. Instead, the concepts involve many tools used to promote and understanding of variation, process control, and many sources of error that can disrupt effective use of statistical process and quality control.

Duration: Half day

Preparation Required: None

Prerequisites: None

Introduction to Statistical Process Control Demonstrates

- Variability in processes and inspection.
- The false sense of security that can result from using AQL's
- The importance of improving the process instead of adjusting the process.
- The importance of ensuring that calculations are appropriate for the type of data being analyzed.
- Various types of data distributions

You will be introduced to:

- Attribute and variable data
- AQL, Acceptable Quality Level
- Sampling Plan risks.
- The Normal probability distribution curve.
- The Central Limit Theorem
- Skewness and Kurtosis, measures of normality.
- Process Capability
- Cpk, a measure of ability to meet specification requirements.
- Control Chart concepts
- Data Quality, the importance of using good quality data to make good decisions.
- How adjusting a process inappropriately can worsen performance.

Who should attend:

- ✓ **Directors and Managers** who need to work collaboratively to increase agility, reduce cost, and improve service levels.
- ✓ **Supervisors** who need a better understanding of product and process variation so they can coach and develop staff.
- ✓ **Production and Service delivery** personnel, who need an understanding of statistics and statistical process control without needing to know the mathematics..
- ✓ **Engineering and Business Process** personnel who need to improve process performance and effectiveness. A primer for some, a refresher for others.

For further Information and to book your *Introduction to Statistical Process Control* Workshop contact: