

Contents

Part I Fundamentals

1	An Intuitive Introduction to Quality Control with R	3
1.1	Introduction	3
1.2	A Brief History of Quality Control	3
1.3	What Is Quality Control	5
1.4	The Power of R for Quality Control	8
1.5	An Intuitive Example	15
1.6	A Roadmap to Getting Started with R for Quality Control	17
1.7	Conclusions and Further Steps	27
	References	27
2	An Introduction to R for Quality Control	29
2.1	Introduction	29
2.2	R Interfaces	31
2.3	R Expressions	33
2.4	R Infrastructure	34
2.5	Introduction to RStudio	34
2.6	Working with Data in R	50
2.7	Data Import and Export with R	75
2.8	R Task View for Quality Control (Unofficial)	85
2.9	ISO Standards and R	89
	References	91
3	The Seven Quality Control Tools in a Nutshell: R and ISO Approaches	93
3.1	Origin	93
3.2	Cause-and-Effect Diagram	93
3.3	Check Sheet	96
3.4	Control Chart	100
3.5	Histogram	102
3.6	Pareto Chart	105

3.7	Scatter Plot	113
3.8	Stratification	114
3.9	ISO Standards for the Seven Basic Quality Control Tools	115
	References	117
4	R and the ISO Standards for Quality Control	119
4.1	ISO Members and Technical Committees	119
4.2	ISO Standards and Quality	121
4.3	The ISO Standards Development Process	122
4.4	ISO TC69 Secretariat	125
4.5	ISO TC69/SC1: Terminology	127
4.6	ISO TC69/SC4: Application of Statistical Methods in Process Management	127
4.7	ISO TC69/SC5: Acceptance Sampling	128
4.8	ISO TC69/SC6: Measurement Methods and Results	130
4.9	ISO TC69/SC7: Applications of Statistical and Related Techniques	131
4.10	ISO TC69/SC8: Application of Statistical and Related Methodology for New Technology and Product Development	132
4.11	The Role of R in Standards	132
	References	136

Part II Statistics for Quality Control

5	Modelling Quality with R	145
5.1	The Description of Variability	145
5.1.1	Background	145
5.1.2	Graphical Description of Variation	146
5.1.3	Numerical Description of Variation	156
5.2	Probability Distributions	163
5.2.1	Discrete Distributions	163
5.2.2	Continuous Distributions	167
5.3	Inference About Distribution Parameters	174
5.3.1	Confidence Intervals	174
5.3.2	Hypothesis Testing	179
5.4	ISO Standards for Quality Modeling with R	184
	References	186
6	Data Sampling for Quality Control with R	187
6.1	The Importance of Sampling	187
6.2	Different Kinds of Sampling	188
6.2.1	Simple Random Sampling	188
6.2.2	Stratified Sampling	191
6.2.3	Cluster Sampling	193
6.2.4	Systematic Sampling	193
6.3	Sample Size, Test Power, and OC Curves with R	193

6.4	ISO Standards for Sampling with R	197
	References	198

Part III Delimiting and Assessing Quality

7	Acceptance Sampling with R	203
7.1	Introduction	203
7.2	Sampling Plans for Attributes	204
7.3	Sampling Plans for Variables	211
7.4	ISO Standards for Acceptance Sampling and R	217
	References	219
8	Quality Specifications and Process Capability Analysis with R	221
8.1	Introduction	221
8.2	Tolerance Limits and Specifications Design	221
	8.2.1 The Voice of the Customer	222
	8.2.2 Process Tolerance	222
8.3	Capability Analysis	225
	8.3.1 The Voice of the Process	225
	8.3.2 Process Performance Indices	228
	8.3.3 Capability Indices	230
8.4	ISO Standards for Capability Analysis and R	234
	References	235

Part IV Control Charts

9	Control Charts with R	239
9.1	Introduction	239
	9.1.1 The Elements of a Control Chart	240
	9.1.2 Control Chart Design	240
	9.1.3 Reading a Control Chart	242
9.2	Control Charts for Variables	243
	9.2.1 Introduction	243
	9.2.2 Estimation of σ for Control Charts	245
	9.2.3 Control Charts for Grouped Data	245
	9.2.4 Control Charts for Non-grouped Data	256
	9.2.5 Special Control Charts	258
9.3	Control Charts for Attributes	261
	9.3.1 Introduction	261
	9.3.2 Attributes Control Charts for Groups	262
	9.3.3 Control Charts for Events	264
9.4	Control Chart Selection	267
9.5	ISO Standards for Control Charts	269
	References	270

10 Nonlinear Profiles with R	271
10.1 Introduction	271
10.2 Nonlinear Profiles Basics	272
10.3 Phase I and Phase II Analysis	275
10.3.1 Phase I	276
10.3.2 Phase II	280
10.4 A Simple Profiles Control Chart	282
10.5 ISO Standards for Nonlinear Profiles and R	283
References	284
A Shewhart Constants for Control Charts	285
B ISO Standards Published by the ISO/TC69: Application of Statistical Methods	287
C R Cheat Sheet for Quality Control	293
R Packages and Functions Used in the Book	335
ISO Standards Referenced in the Book	339
Subject Index	341