

Contents

Preface

vii

PART I: FUNDAMENTAL ISSUES IN STATISTICAL PROCESS CONTROL

Chapter 1: Basic Concepts of Statistical Process Control	1
1-1. Quality Improvement—The Key to the Future	1
1-2. Introduction to Statistical Process Control	4
1-3. Measurement and Statistics	6
1-4. Plotting Points on Graphs	11
Chapter 2: Measures of Location and Variability	14
2-1. Simple Measures of Location	14
2-2. Range and Standard Deviation	18

iii

PART II: CONTROL CHARTS

Chapter 3: Control Charts	25
3-1. Introduction to Variables Control Charts	25
3-2. Constructing Variables Control Charts	31
3-3. Using Control Charts for Continued Production	40
3-4. Identifying Control Chart Patterns	45
3-5. Interpreting Control Chart Patterns	62
3-6. Control Charts for Attributes	71
3-7. Design Issues for Control Charts	76
Chapter 4: Additional Types of Control Charts	79
4-1. \bar{X} -bar and s-Charts	79
4-2. Charts for Individuals	84
4-3. Charts for Defects	89

PART III: PROCESS CAPABILITY ANALYSIS

Chapter 5: Frequency Distributions and Histograms	97
5-1. Simple Frequency Distributions	97
5-2. Histograms	104
5-3. Computing Measures of Location and the Standard Deviation for Frequency Distributions	108
5-4. Grouped Frequency Distributions	117
5-5. Computing Statistical Measures for Grouped Frequency Distributions	123
5-6. Applications of Histograms	127
Chapter 6: Process Capability	131
6-1. The Concept of Process Capability	131
6-2. Process Capability Index	139

PART IV: ADDITIONAL TOOLS FOR SPC

Chapter 7: Implementing SPC and Other Tools for Quality Improvement	145
7-1. Implementing Statistical Process Control	145
7-2. Pareto Analysis	147

Contents	v
7-3. Cause and Effect Diagrams	150
7-4. Scatter Diagrams	153
APPENDIXES	
Appendix A: Basic Math Skills	157
A-1. Math Skills Analysis	157
A-2. Mathematics Review: Fractions	160
A-3. Mathematics Review: Decimal Numbers	162
A-4. Mathematics Review: Basic Operations With Decimals	164
Appendix B: Answers to Review and End of Chapter Quizzes	166
Appendix C: Control Chart Factors	184
Bibliography	185
Index	187