



# WORKSHOP ON STATISTICAL PROCESS CONTROL

## ***QC Services***

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## SPC

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Dr. Kaoru Ishikawa, Quality Control Guru, writes in his book: "An engineer without the knowledge of statistical tools is a lame engineer". Knowledge of engineering or manufacturing technology can be applied more forcefully and effectively when an engineer possesses an ability to read statistically into events around him and into information reaching him.

Generally managers and engineers spend almost all the time available in managing excess or unforeseen variation and damages caused by such variations. But, ironically, very few have in-depth understanding of the concept of variation, variability and type of problem solving tools that are required. Excessive variation and inconsistency are the prime causes of huge hidden costs of poor quality (COPQ).

After implementing hundreds of improvement projects in quality, cost and productivity and from our long experience in improvement management, we have designed a 3 – day workshop to remove a critical bottleneck in the implementation of improvements. The course will take the participants through case studies, exercises and workshops to acquire mastery of statistical concepts, tools and techniques which is the language of quality.

An important thing to note is that although the statistical tools will be taught, the emphasis, through exercise and workshops will be on application. Theory of statistics will be used sparingly, only to understand the application.

## *The program package is as follows:*

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### Day: 1

1. Meaning of Quality, Quality Control, Inspection standard & Quality standard.
2. Introduction to basic statistical concepts.
3. Histogram – Theory and exercise, practice problems
4. Interpretation of histograms – Case studies, discussions.

### Day: 2

1. Making Run chart & interpretation
2. Case studies
3. Process capability / machine capability – calculations & interpretation.
4. Case studies

### Day: 3

1. Process control manual
2. Control charts:- X bar – R chart, Pre-Control chart, & attribute charts.

## **PARTICIPATION:-**

Managers and engineers from Inspection and Quality Control, Manufacturing, Maintenance, Process design & engineering, Product design and engineering etc.