



CONTINUING EDUCATION

Statistical Process Control for Service

CEQAL 544

This three-day seminar introduces statistical process control concepts and techniques for transactional and service processes.

Who should attend: Individuals at all levels who are involved with quality and productivity improvement of transactional or service process.

Prerequisite: None

CEU's Credits: 2.4

Duration: 24 Hours – 3-day course

Course Content: Setting the Stage

- Quality Definitions
- The Quality & Productivity Relationship

Process Improvement Focus

- The Process Starts With Data
- What Is a Process?
- Selecting What Is Important
- Controlling the Process
- Controlling the Output

Data Organization

- Data as You Currently See Them
- What Is Communicated?
- Why Data Over Time?

Sources of Variation

- Common Versus Special Causes

- Improvement Responsibilities

Describing Expected Variation

- Measurements: Time, Deviation From Forecast, etc.
- Counts: Number of Occurrences

Control Charts for Measurements

- Individual Measurements
- Samples of Two or More
- Sampling Considerations

Chart Interpretation

- Signals That Indicate Unexpected Change
- Accumulated Signals Information

Control Charts for Count Data

- Nonconforming Units
- Proportion Nonconforming
- Nonconformities (Errors)
- Sampling Considerations

Capability

- Probabilistic Statement of Capability
- Capability Indexes

Closing the Loop

- Identifying Sources of Unexpected Change
- Diagnostic & Problem Solving Tools That Aid
- Group Challenge

Each participant will receive a comprehensive manual and a Certificate of Completion at the close of the seminar.