

Basic SPC for Business Processes Course Objectives

Unit 1 | Statistics Primer

- Explain what variation in a work process is and why it is bad.
- Describe key techniques for measuring variation - visual display and mathematical.
- Identify key patterns of variation and explain what causes them.

Unit 2 | Using Control Chart

- Understand the purpose of a control chart.
- Identify key parts of a control chart.
- Know how to collect and plot data on a control chart.
- Be able to interpret and take action using a control chart.

Unit 3 | Process Capability Basics

- Describe what is meant by a capable process.
- Contrast the difference between an "in-spec" process and a "capable process."
- Identify and explain the three main measures of process capability.