

Glen Oaks Community College – Business Services

Statistical Process Control

Course Competencies

By completion of this course, successful students will:

1. Develop an understanding of basic statistical concepts
2. Demonstrate a solid foundation of control charts
3. Correctly chart statistical data on a control chart
4. Interpret and analyze statistical control charts
5. Be able to make corrective process changes based on out of control data
6. Know when process variation is due to special or common cause

Course Outline

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|-----------------------------------|-----------------------------------|
| A. Variation | E. Charting Process |
| 1. Common Causes | 1. X-R Charts |
| 2. Special Causes | F. Chart Interpretation |
| B. Need for Process Control | 1. Examples |
| 1. Detection | G. CPK – Process Capability Index |
| 2. Prevention | H. Parts/Million Chart |
| C. Gage Repeatability/Reliability | I. Questions/Answers |
| D. Process Capability | |
| 1. Accurate | |
| 2. Precise | |

Course Length & Materials

- This course is intended to be 4 hours.
- Materials provided include presentation handouts. Additional materials can be provided if desired.

Contact

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