

## **Aim of the programme**

This practical and engaging course will give delegates a solid understanding of SPC principles and methods, enabling them to apply the appropriate SPC chart to their processes in order to monitor performance.

As a result of attending this course, delegates will be able to:

- Understand the difference between process capability and process stability
- Understand the fundamentals of SPC
- Understand the different types of data
- Understand the importance of Normality
- Select appropriate SPC charts for the situation
- Create SPC charts
- Interpret SPC charts correctly
- Know when and how to respond to out of control symptoms
- Understand how SPC can give 'early warning' signals before issues arise
- Use your own data to create SPC charts

## **Who is the course for?**

This one-day awareness course is ideal for managers and engineers who are responsible for monitoring and managing key performance indicators; and who wish to use more accurate methods to determine when and how to respond to alerts regarding process KPIs.

## **Content**

The course includes the following core themes:

- Process Stability v Process Capability
  - o Overview of Process Capability
  - o Overview of Process Stability
  - o DPMO
  - o Capability Indices
- Introduction to Statistical Process Control
  - o Histograms and Run Charts
  - o Common Cause and Special Cause Variation
  - o Reading SPC charts
- Building and using SPC charts
  - o What type of chart to use?
    - Building SPC charts
    - I charts
  - o XbarR charts
  - o Calculating new control limits
  - o Responding to control charts
  - o Spec limits compared to control limits
  - o Attribute Charts
    - C chart / Np chart / U chart / P chart

## **Structure of the programme**

This is a one-day course that will consist of presentations, group discussion and short workshop exercises.