

✔ Congratulations! You passed!

Grade received 100% To pass 80% or higher

Go to next item

Statistical Process Control (SPC)

Latest Submission Grade 100%

1. Which of the follow are NOT potential sources of variation in any process?

1 / 1 point

☒ Management

✔ Correct

Correct! This is not one of the potential sources of variation.

☐ People

☒ Reporting

✔ Correct

Correct! Unless the reporting process is what is being measured, errors in reported data are not valid and therefore should not be contributed to the observed process itself.

☐ Measurements

☐ Environment

☐ Machine

2. What is a type of cause that creates variation in a dataset?

1 / 1 point

☒ Common

✔ Correct

Correct. Common cause is always present to a certain extent in a process.

☐ Abnormal

☐ Outlier

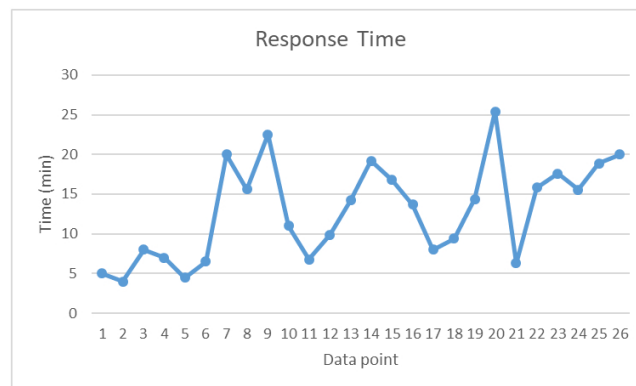
☒ Special

✔ Correct

Correct. Special cause is something different happening at a certain time or place.

3. Based on the customer service objective at WebPics® you have collected data on the time to resolution problems. Your previous work has ensured the data you collected is 'good'. A plot of the data and some statistics are shown below:

1 / 1 point



Average	Std Dev
12.92	6.10

Using the plot and statistics above, what are the Upper and Lower Control Limits (UCL and LCL)?

- ☐ 0.72, 25.12
- ☐ There is not enough data to calculate
-

☐ 6.82, 19.02

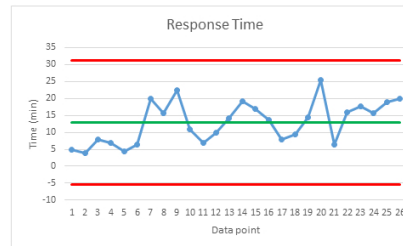
☒ -5.38, 31.22

☒ **Correct**

Correct! The control limits are at ± 3 std dev from the average.

4. After calculating and adding the control limits to your plot, it has now become a control chart! The control chart for Response Time is shown below.

1 / 1 point



Based on the control chart, what kind of variation do we have?

☒ Common Cause

☐ Special Cause

☐ There is not enough information

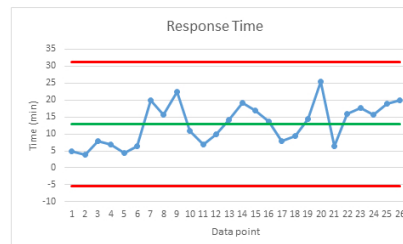
☐ None

☒ **Correct**

Correct! All of the data points are within the control limits.

5. Based on the control chart below, what special cause variations should be investigated?

1 / 1 point



☒ None of them

☐ There is not enough information

☐ Data point 20 (the highest)

☐ All of them

☒ **Correct**

Correct! There is no special cause variation because all of the data are inside the control limits.

6. What monitoring activities or alerts should be established to ensure your process is well controlled?

1 / 1 point

☐ Nothing

☒ Working to connect people's actions to performance

☒ **Correct**

Correct!

☒ Investigating trends

☒ **Correct**

Correct!

☒ Visibly displaying the control chart

☒ **Correct**

Correct!

