**Table A9-12: Normalized CPT for variable – Analysis Outcome**

| Variable | Analysis Outcome | | Analysis Outcome (Output Probability) | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Input Factors | Inspection outcome | SP's knowledge level | Correct analysis | | | | Incorrect analysis | | | | Unable to analyze | | | |
| Sr. No. | States | | Max. | Min. | Centroid | N-Cent | Max. | Min. | Centroid | N-Cent | Max. | Min. | Centroid | N-Cent |
| 1 | Inspects | High | 0.99 | 0.95 | 0.97 | 0.97 | 0.05 | 0.01 | 0.03 | 0.03 | 0.00 | 0.00 | 0.00 | 0.00 |
| 2 | Inspects | Medium | 0.92 | 0.85 | 0.89 | 0.89 | 0.15 | 0.08 | 0.12 | 0.12 | 0.00 | 0.00 | 0.00 | 0.00 |
| 3 | Inspects | Low | 0.70 | 0.60 | 0.65 | 0.67 | 0.35 | 0.20 | 0.28 | 0.28 | 0.10 | 0.00 | 0.05 | 0.05 |
| 4 | Unable to inspect | High | 0.00 | 0.00 | 0.00 | 0.00 | 0.10 | 0.10 | 0.10 | 0.10 | 0.90 | 0.90 | 0.90 | 0.90 |
| 5 | Unable to inspect | Medium | 0.00 | 0.00 | 0.00 | 0.00 | 0.10 | 0.10 | 0.10 | 0.10 | 0.90 | 0.90 | 0.90 | 0.90 |
| 6 | Unable to inspect | Low | 0.00 | 0.00 | 0.00 | 0.00 | 0.10 | 0.10 | 0.10 | 0.10 | 0.90 | 0.90 | 0.90 | 0.90 |

**Table A9-13: Normalized CPT for variable – SP's Skill Level**

| Variable | SP's Skill Level | | SP's Skill Level (Output Probability) | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Input Factors | PR Trainings taken | No. of calls handled succ. | High | | | | Medium | | | | Low | | | |
| Sr. No. | States | | Max. | Min. | Centroid | N-Cent | Max. | Min. | Centroid | N-Cent | Max. | Min. | Centroid | N-Cent |
| 1 | On-Job training | Large | 0.95 | 0.90 | 0.93 | 0.93 | 0.10 | 0.05 | 0.08 | 0.08 | 0.00 | 0.00 | 0.00 | 0.00 |
| 2 | On-Job training | Medium | 0.90 | 0.85 | 0.88 | 0.88 | 0.15 | 0.10 | 0.13 | 0.13 | 0.00 | 0.00 | 0.00 | 0.00 |
| 3 | On-Job training | Few | 0.80 | 0.70 | 0.75 | 0.71 | 0.30 | 0.20 | 0.25 | 0.24 | 0.10 | 0.00 | 0.05 | 0.05 |
| 4 | Class room training | Large | 0.90 | 0.85 | 0.88 | 0.88 | 0.15 | 0.10 | 0.13 | 0.13 | 0.00 | 0.00 | 0.00 | 0.00 |
| 5 | Class room training | Medium | 0.75 | 0.60 | 0.68 | 0.66 | 0.40 | 0.20 | 0.30 | 0.29 | 0.10 | 0.00 | 0.05 | 0.05 |
| 6 | Class room training | Few | 0.60 | 0.50 | 0.55 | 0.55 | 0.40 | 0.30 | 0.35 | 0.35 | 0.20 | 0.00 | 0.10 | 0.10 |
| 7 | Not taken | Large | 0.25 | 0.10 | 0.18 | 0.18 | 0.70 | 0.40 | 0.55 | 0.55 | 0.35 | 0.20 | 0.28 | 0.28 |
| 8 | Not taken | Medium | 0.20 | 0.00 | 0.10 | 0.11 | 0.50 | 0.30 | 0.40 | 0.42 | 0.50 | 0.40 | 0.45 | 0.47 |
| 9 | Not taken | Few | 0.10 | 0.00 | 0.05 | 0.05 | 0.40 | 0.20 | 0.30 | 0.30 | 0.80 | 0.50 | 0.65 | 0.65 |