Exercise One:
Draw a cause and effect diagram to understand the following issue:
Why are the employees at Company A not using online Learning?
Use the concepts of people, process, technology and culture
as the major variables for your analysis.

Exercise Two:

You have been asked to look at why there are safety problems at a plant and suggest improvements. You understand that training is varied. Some employees receive none, some a 1 hour overview, and others a day long course. The data below shows a group of employees that started around the same time and their training hours and safety incidents. They work in similar jobs on the shop floor. Draw a scatter diagram(s) to indicate if a correlation exists and make a suggestion based on the data.

Employee ID	Hours of Safety Training	# of Safety Incidents
19973	0	6
18431	0	4
17892	1	3
19823	1	2
15431	1	4
15673	1	3
19820	8	0
19732	8	1
19763	8	2
18865	8	1

Exercise 3:

Using the data below, draw two Pareto charts.

One chart is a representation of the observations.

Second chart is a representation of cost.

Based on this, what would you suggest the company do first?

Reasons for rework in the purchasing process:

	No mgr Approval	Supplier Not authorized	Items Not Authorized	Systems downtime	Incorrect Quantity ordered	Incorrect Quality ordered
# of observations	25	5	10	1	20	15
Cost to Modify Process	$2,000	$10,000	$5,000	$50,000	$3,000	$3,000