**Watch the following video and answer the questions.**

**“Variation” Video Questions**

1. The underlying cause for differences in quality is \_\_\_\_\_\_\_Variation\_\_\_\_\_\_\_\_\_.
2. Variation is the \_\_\_\_\_\_Enemy\_\_\_\_\_\_\_\_ of quality.
3. All \_\_\_\_\_\_\_\_Processes\_\_\_\_\_\_\_\_\_ exhibit some form of variation.
4. SPC, Statistical Process Control, is the use of \_\_\_\_\_\_\_Data\_\_\_\_\_\_\_ to study the process to make it behave the way we want it to.
5. Sources of variation include:
   1. \_\_\_\_\_\_\_\_Materials\_\_\_\_\_\_\_\_\_ – inputs to the process
   2. \_\_\_\_\_\_\_\_Manpower\_\_\_\_\_\_\_\_\_ – people who perform the tasks in the process
   3. \_\_\_\_\_\_\_\_Method\_\_\_\_\_\_\_\_\_ – detailed sequence of performing a task in the process
   4. \_\_\_\_\_\_\_\_Machines\_\_\_\_\_\_\_\_\_ – equipment used in the process
   5. \_\_\_\_\_\_\_\_Measurement\_\_\_\_\_\_\_\_\_ – observed variations in output
6. \_\_\_\_\_\_\_\_Common\_\_\_\_\_\_\_\_\_ causes are faults in the process system. They are inherent in the process as it now exists and require a process modification to fix.
7. Once assignable causes are identified and eliminated, the process becomes \_\_\_\_\_\_\_\_Stable and Predictable\_\_\_\_\_\_\_\_\_.
8. \_\_\_\_\_\_\_Control\_\_\_\_\_\_\_ charts help us maintain a stable system.
9. \_\_\_\_\_SPC\_\_\_\_\_ is the tool that enables us to attack variation.