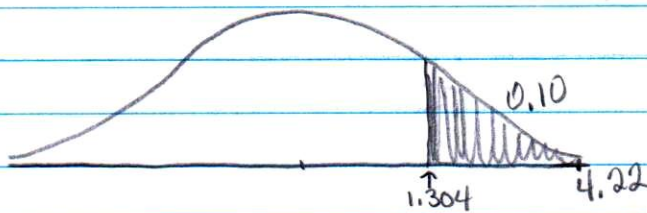


Highway Speeds

"greater than the speed limit"

$$n=40$$
$$\alpha=0.1$$

$$\textcircled{1} H_0: \mu \leq 64$$
$$H_A: \mu > 64$$



Reject the null hypothesis

$$\textcircled{2} \text{Critical value } t_{0.1,39}^* = 1.304 \quad [=ABS(T.INV(0.1,39))]$$

$$\textcircled{3} \text{Test Statistic } t_{39} = \frac{66 - 64}{3/\sqrt{40}} = 4.22$$
$$\bar{X}=66 \quad S=3$$

$$\textcircled{4} \text{P-value} = 0.0001 \quad [=T.DIST.RT(4.22,39)]$$

Retailer Services

corrective action needed

if satisfaction rate "falls

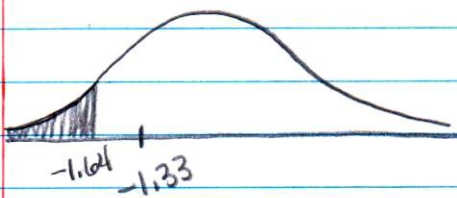
below" 0.91 \rightarrow Test if retailer

needs to take corrective action

\downarrow Test if the satisfaction rate is "less than" 0.91

$$n=1450$$
$$\alpha=0.05$$

$$\textcircled{1} H_0: p \geq 0.91$$
$$H_A: p < 0.91$$



$$\textcircled{2} \text{Critical Value } z_{0.05}^* = -1.64 \quad [=NORM.S.INV(0.05)]$$

$$\textcircled{3} \text{Test Statistic } z = \frac{0.9 - 0.91}{\sqrt{\frac{(0.91)(0.09)}{1450}}} = -1.33$$
$$\bar{p} = \frac{1305}{1450} = 0.9$$

Do Not Reject the null hypothesis

$$\textcircled{4} \text{p-value} = 0.0918 \quad [=NORM.S.DIST(-1.33,1)]$$