

Common Questions for Investigating an Out-of-Control Process

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| <input type="checkbox"/> Yes | <input type="checkbox"/> No | Are there differences in the measurement accuracy of instruments/methods used? |
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | Are there differences in the methods used by different personnel? |
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | Is the process affected by the environment, e.g., temperature, humidity? |
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | Has there been a significant change in the environment? |
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | Is the process affected by predictable conditions? Example: tool wear. |
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | Were any untrained personnel involved in the process at the time? |
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | Has there been a change in the source for input to the process? Example: raw materials, information. |
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | Is the process affected by employee fatigue? |
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | Has there been a change in policies or procedures? Example: maintenance procedures. |
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | Is the process adjusted frequently? |
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | Did the samples come from different parts of the process? Shifts? Individuals? |
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | Are employees afraid to report "bad news"? |

A team should address each "Yes" answer as a potential source of a special cause.