

SAS Examining Your Data – HW

See the posted sample SAS Examining Your Data program, HBAT-tabs dataset, and SAS Examining Your Data output, for the analysis of X1-Customer Type along with X6-Product Quality and X7-E-Commerce.

Now perform a similar exploratory data analysis using X1-Customer Type as the Class Independent predictor variable and X8- Technical Support and X9- Complaint Resolution as the Dependent response variables, including assessment of basic descriptive statistics, normality, variance analysis and homoscedasticity / heteroscedasticity, relevant plots, and ANOVA analysis.

Provide a brief 3/4-1 page summary along with the program and output as an appendix.