Exam I Spring 2009

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name

1. Name exactly three signs that a process is out of control:

a.

b.

c.

1. What are the three main components of the Cost of Quality:

a.

b.

c.

1. If we used two sigma limits in the X-bar chart instead of three sigma limits, how often would a point be outside of the limits if our process was in control?
2. What is the usual reason for white space in a control chart?
3. Name exactly three ways in which we can use a Pareto chart to prioritize which problem to address first?

a.

b.

c.

1. Give one reason for using an XmR chart instead of an X-bar and R-Chart?
2. Give two important uses for Flowcharting a process.

a.

b.

1. How do you make sure that within subgroup variation reflects Common Cause?
2. How many observations are used in computing ranges for a moving range chart?
3. In doing a root cause analysis, name three people who must be involved.

a.

b.

c.

1. Fill in the terms for the four parts of the continuous improvement cycle.

\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_