Quality Digest
2004 Quality Sourcebook

SPC Software

O f all the quality control methodologies that seem to come and go like "flavors of the month," one practice that has endured is statistical process control. Its staying power during organizations' management changes, new quality initiatives and economic fluctuations probably has much to do with the fact that SPC is based on the permanence of mathematics. SPC is one of the most logical and practical ways to monitor, control and improve your processes. Another advantage to using SPC is that it's a fundamental element of Six Sigma, which has also proven its staying power over recent years.

Throughout the following pages, you'll find a list of companies that provide SPC software to assist companies in data-gathering, statistical analysis, problem solving, gage R&R, design of experiments, real-time charting, root cause analysis, Pareto charts, hypothesis testing and more. Each company's offerings differ in functions, ease-of-use, format and add-on applications, so it's best to contact them directly for more information and demonstrations.

SPC Software Guide

This directory of SPC software vendors includes the company name, address, phone and fax numbers, Web address, and a brief description of each company's products. (Please note that not all companies provided us with descriptions.)

As with all *Quality Digest* directories, the SPC Software Guide is in no way meant to endorse or exclude a particular organization. Rather, it's meant to be used as the starting point in the data-gathering process. Readers are encouraged to contact the companies directly for more information and to ask for—and check—references.

Glossary

ANOVA—analysis of variance. For regression analysis, a table examining the hypothesis that the variation explained by the entire regression is zero

Capability analysis—studies the ability of a process to meet established requirements. Cp relates the spread of the process to the specification width without regard to the process center. Cpk takes into account the location of the process average.

Cause-and-effect diagram—also known as a fishbone diagram. Used to explore the possible root causes of a problem

DOE—design of experiments. A methodology for designing experiments to test the effect of multiple process parameters on a given process's outcome. The methodology allows for multiple factors to be tested during one experimental run.

Non-normal distributions—the capability of software to handle non-normal distributions in order to calculate such measures as Cpk

Operational characteristics (OC) curve—for a given sampling plan, a graph that displays the probability of accepting the lot as a function of the quality of the lot or process

Pareto chart—a combination histogram/cumulative line chart that helps identify causes that have the greatest effect on a problem

Regression analysis—models the relationship between one or more independent variables and a dependent variable

Scatter diagram—an X-Y chart that measures the relationship between two sets of variables. If there is correlation between the variables, the points will be grouped around a line; otherwise, the points will be randomly distributed.

The information contained in *Quality Digest* directories, plus some additional information, is available online at www.qualitydigest.com/directories.

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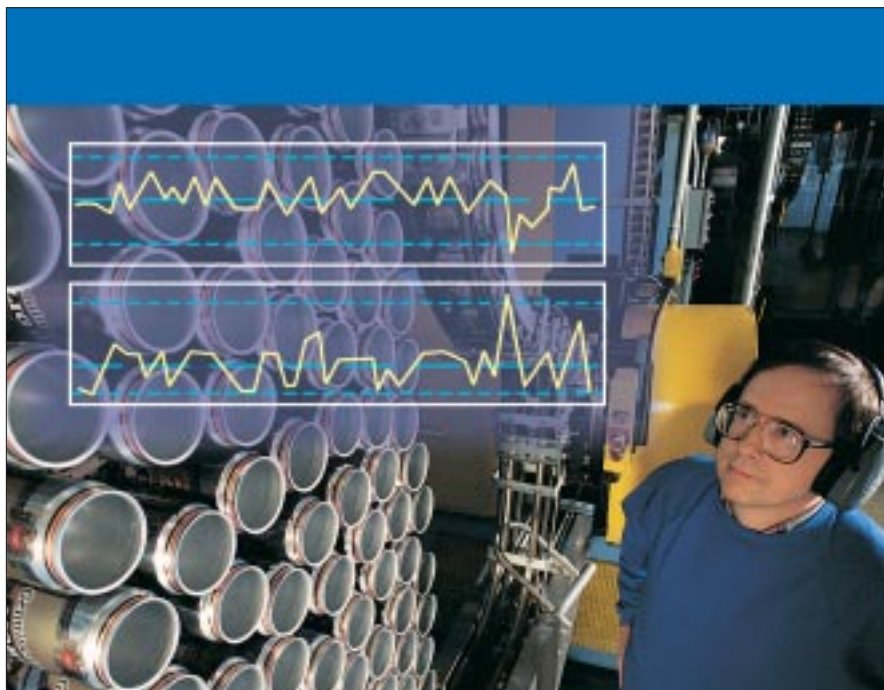Ph. 800-461-9902   Fax 705-329-1890
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www.soft-automation.com

The production process can be set up offline. The SPC data can be viewed both online and off-line. Gage R&R analysis is built in, as are basic SPC functions

Software Technology
3310 Norfolk Drive
Cookeville, TN 38506
Ph. 931-537-6181 Fax 931-537-6813
www.softwaretechnologytn.com

Software Technology provides quality control software for ISO 9001 and QS-9000 compliance. Our product line includes software for gage calibration/studies, supplier tracking and preventive maintenance.

The L.S.Starrett Co.
121 Crescent St.
Athol, MA 01331
Ph. 800-784-2887 Fax 978-249-8495
www.starrett.com

Stat-Ease Inc.
2021 E. Hennepin Ave., Ste. 480
Minneapolis, MN 55413

Ph. 612-378-9449   Fax 612-378-2152
www.statease.com
  Stat-Ease Inc. provides statistical software, training and consulting services on design of experiments.

Statgraphics, Manugistics Inc.
9715 Key West Ave.
Rockville, MD 20850
Ph. 800-592-0050   Fax 301-255-8406
www.statgraphics.com

Statit Software LLC
1749 S.W. Airport Ave.
Corvallis, OR 97333
Ph. 800-478-2892   Fax 541-738-2289
www.statit.com
  Statit Software LLC provides Web-based statistical process control and analytical software tools and applications for the manufacturing and health care markets.

STATPOINT, LLC

StatPoint LLC
P.O. Box 208
Orlean, VA 20128
Ph. 800-232-7828   Fax 540-364-0421
www.statpoint.com
  StatPoint software provides statistical solutions designed to help users improve and maintain quality products and services.

StatSoft Inc.
2300 E. 14th St.
Tulsa, OK 74104
Ph. 918-749-1119   Fax 918-749-2217
www.statsoft.com
  StatSoft Inc. develops enterprisewide and desktop software for data analysis, data mining, quality control/Six Sigma and Web-based analytics.

Stephen Computer Services Inc.
1857 W. Maple Road E.
Walled Lake, MI 48390
Ph. 800-553-4772   Fax 248-960-3539
www.datalyzer.com
  Stephen software offers real-time data-entry for instant feedback during charting, direct gage interfacing, support for all current Microsoft operating systems, multiple database platform options, multi-lingual support for six languages, and user support by telephone, e-mail and fax.

Stochos Inc.
14 N. College St.
Schenectady, NY 12305
Ph. 800-426-4014   Fax 518-372-4789
www.stochos.com

Surface Mount Product Development
1109 Grayson Way
Milpitas, CA 95035
Ph. 408-942-1056
www.smpd.com
  ISO-9000 quality system and business software and consulting services.

TIP Technologies Inc.
12995 W. Lisbon Road, Ste. 200
Brookfield, WI 53005

Ph. 262-781-1211   Fax 262-781-1240
www.tiptech.com
  TIPQA enterprise quality management system is a fully integrated Web-based solution designed to meet the quality requirements of regulated industries, including FDA 21 CFR Part 11.

Tree-Master
8 Oberon St.
Nepean, ON K2H 7X7 Canada
Ph. 613-820-0410   Fax 613-820-3593
www.treemaster.ca
  Handling of logic trees (fault trees and success trees) for defining complex problems and analyzing technological risks

Trifinity
P.O. Box 184
Sugar Grove, IL 60554
Ph. 630-466-0953   Fax 630-466-9558
www.trifinityllc.com
  Trifinity provides software for all aspects of quality improvement, including SPC, capability, gage R&R, process modeling and diagnostics.

Umetrics Inc.
17 Kiel Ave.
Kinnelon, NJ 07405
Ph. 973-492-8355   Fax 973-492-8359
www.umetrics.com

User Solutions Inc.
11009 Tillson Drive
South Lyon, MI 48178
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www.usersolutions.com
  Spreadsheet add-on templates for Excel, Lotus 1-2-3 and Quattro Pro spreadsheets

Valenite Gaging Systems
21101 Fern Ave.
Oak Park, MI 48237
Ph. 800-624-5489   Fax 248-597-4933
www.valenite.com
  Valenite Gaging Systems 767 gaging/statistical software provides custom screens and analysis of data collected from part inspection.

Wonderware
26561 Rancho Parkway S.
Lake Forest, CA 92630
Ph. 949-727-3200   Fax 949-727-3270
www.wonderware.com
  Wonderware's complete SPC software system enables manufacturers to use real-time data to monitor, predict and make online adjustments for production quality and consistency.

Zontec Inc.
1389 Kemper Meadow Drive
Cincinnati, OH 45240
Ph. 800-955-0088   Fax 513-648-0805
www.zontec-spc.com
  Zontec develops statistical process control software designed for production-based computing across dispersed manufacturing locations.

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