

# Quality Digest

## 2003 Quality Sourcebook

### SPC Software

**T**he Quality Sourcebook's SPC Software Guide contains information on companies that provide software for problem solving, statistical analysis, design of experiments, gage R&R and other operations related to statistical process control.

SPC has become the tried-and-true method of monitoring in-line production, analyzing quality data and ensuring product conformance. You'll find that many of the following companies' SPC software suites contain the ability to perform SPC functions and interconnect with your existing information systems.

A typical SPC software suite has the capability of automatic data acquisition, real-time charting, root cause analysis, hypothesis testing, and date and time stamping. Other functions include creating custom reports, performing short-run analysis, maintaining a database of information and filtering data to the right people within the organization.

For more information on any of the products or services listed in this section, contact the companies directly.

#### SPC Software Guide

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*This directory of SPC software manufacturers includes the company name, address, phone and fax numbers, and Web address. For a brief description of the company's products, visit [www.qualitydigest.com/directories](http://www.qualitydigest.com/directories). (Please note that not all companies provided us with descriptions.)*

As with all *Quality Digest* guides, the SPC Software Guide is in no way meant to endorse or exclude any 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.

We appreciate any feedback you have on our SPC Software Guide. If you have any suggestions for how we can improve this guide for next year, e-mail [sourcebook@qualitydigest.com](mailto:sourcebook@qualitydigest.com).

## 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. Cpk can be used to estimate the expected percent of defective material in a statistically in-control process.

**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. There are several techniques, including Taguchi methods, fractional factorial and Plackett-Burman.

**Nonnormal distributions**—the capability of a software to handle nonnormal 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 impact 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.

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[www.precisionmeasurement.qpg.com](http://www.precisionmeasurement.qpg.com)

**Primary Data**

310 N. Front St., Ste. 4, No. 374  
Wilmington, NC 28401  
Ph. 805-541-8696 Fax 805-541-8697  
[www.primaryspc.com](http://www.primaryspc.com)

**Process Builder Inc.**

2441 Rocky Point Road  
Bremerton, WA 98312  
Ph. 360-373-2400 Fax 360-373-2600  
[www.strategy4doecom](http://www.strategy4doecom)

**Process Improvement Products**

115 E. Fifth St., Ste. 300  
Austin, TX 78701  
Ph. 512-708-0000 Fax 512-708-0000  
[www.pipproducts.com](http://www.pipproducts.com)

**Process Integrity Inc.**

5840 W. I-20, Ste. 150  
Arlington, TX 76017  
Ph. 817-561-6600 Fax 817-561-5339  
[www.processintegrity.com](http://www.processintegrity.com)

**Progressive Quality Solutions**

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Forestville, CA 95436  
Ph. 707-887-8481 Fax 707-887-2501  
[www.qatsoftware.com](http://www.qatsoftware.com)

**Purchasing Solutions**

2431 N.W. 160th Ave.  
Beaverton, OR 97006  
Ph. 503-617-1525 Fax 503-617-1629  
[www.ps.to](http://www.ps.to)

**Q-DAS Inc.**

2582 Product Drive  
Rochester Hills, MI 48309  
Ph. 888-412-7327 Fax 248-299-4913  
[www.q-das.com](http://www.q-das.com)

**Q<sup>2</sup> Consultants Inc.**

2072 N. 450 W., Ste. 1111  
Sunset, UT 84015  
Ph. 801-525-8880 Fax 801-525-8881  
[www.q2consultants.com](http://www.q2consultants.com)

**Q<sup>2</sup> Inc.**

980 Terry  
Troy, OH 45373  
Ph. 937-335-8595 Fax 937-335-8595  
[www.qsquaredinc.com](http://www.qsquaredinc.com)

**QA Productivity Systems**

236 Alpine Drive  
Rochester, NY 14618  
Ph. 585-381-9735 Fax 585-381-8317

**QISoft Ltd.**

24 Drayton St., Ste. 410  
Savannah, GA 31401  
Ph. 912-790-7990 Fax 912-790-7998  
[www.qisoft.com](http://www.qisoft.com)

**QSoft Solutions Corp.**

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East Rochester, NY 14445  
Ph. 800-669-9701 Fax 585-272-0054  
[www.qsoftguide.com](http://www.qsoftguide.com)

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Roselle, IL 60172  
Ph. 888-317-4820 Fax 630-295-8454  
[www.qualifine.com](http://www.qualifine.com)

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237 Shoreline Drive  
Hawkestone, ON L0L 1T0 Canada  
Ph. 800-461-9902 Fax 705-329-1890  
[www.qualitran.com](http://www.qualitran.com)

**Qualitron Systems Inc.**

1673 Star Batt Drive  
Rochester Hills, MI 48309  
Ph. 888-569-7094 Fax 248-299-0000  
[www.qualitronsystems.com](http://www.qualitronsystems.com)

**Quality America Inc.**

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Tucson, AZ 85710  
Ph. 800-722-6154 Fax 520-722-6705  
[www.qualityamerica.com](http://www.qualityamerica.com)

**Quality Associates International Inc.**

23810 Michigan Ave., Ste. 103  
Dearborn, MI 48124  
Ph. 888-367-3632 Fax 313-565-4895  
[www.quality-one.com](http://www.quality-one.com)

**Quality & Engineering Services**

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DeBary, FL 32713  
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[www.qes9000.com](http://www.qes9000.com)

**The Quality Group**

6059 Boylston Drive, Ste. 250  
Atlanta, GA 30328  
Ph. 800-772-3071 Fax 404-252-4475  
[www.thequalitygroup.net](http://www.thequalitygroup.net)

**Quality Integrators Corp.**  
2 Orchard Heights Blvd., Ste. 36  
Aurora, ON L4G 3W3 Canada  
Ph. 905-841-1466 Fax 905-841-9752  
[www.qic-intl.com](http://www.qic-intl.com)

**Quality Measurement Systems**  
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Rochester Hills, MI 48309  
Ph. 866-772-0012 Fax 248-844-2199  
[www.spcanywhere.com](http://www.spcanywhere.com)

**Quality Processes**  
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Benton City, MO 65232  
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[www.quality-processes.org](http://www.quality-processes.org)

**Quality Systems Assessment Co.**  
1949 W. 252nd St.  
Lomita, CA 90717  
Ph. 310-539-9510 Fax 310-539-9510  
[www.qsaco.com](http://www.qsaco.com)



**Quality Systems Enhancement**  
1790 Woodstock Road  
Roswell, GA 30075  
Ph. 866-577-4476 Fax 770-518-9968  
[www.enhancequality.com](http://www.enhancequality.com)

**QualTrax Inc.**  
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Christiansburg, VA 24073  
Ph. 800-277-3077 Fax 540-382-1801  
[www.qualtrax.com](http://www.qualtrax.com)

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Norcross, GA 30092  
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[www.rrgage.com](http://www.rrgage.com)

**Raosoft Inc.**  
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Seattle, WA 98115  
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[www.raosoft.com](http://www.raosoft.com)

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[www.rqc.com](http://www.rqc.com)

**Reliable Measuring Systems Inc.**  
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[www.reliablemeasuringsystems.com](http://www.reliablemeasuringsystems.com)

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[www.qualitytrainingportal.com](http://www.qualitytrainingportal.com)

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755 W. Big Beaver Road, Ste. 132  
Troy, MI 48084

Ph. 248-244-8550 Fax 248-244-8504  
[www.results-systems.com](http://www.results-systems.com)

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Eureka, CA 95501  
Ph. 800-336-8428 Fax 707-441-0410  
[www.s-matrix-corp.com](http://www.s-matrix-corp.com)

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Cary, NC 27513  
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[www.sas.com/enterprise](http://www.sas.com/enterprise)

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[www.scausa.com](http://www.scausa.com)

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[www.sea.siemens.com/quality](http://www.sea.siemens.com/quality)

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Athol, MA 01331  
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[www.starrett.com](http://www.starrett.com)

**Stat-Ease Inc.**  
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Minneapolis, MN 55413  
Ph. 612-378-9449 Fax 612-378-2152  
[www.statease.com](http://www.statease.com)



**Statgraphics, Manugistics Inc.**  
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Rockville, MD 20850  
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[www.statgraphics.com](http://www.statgraphics.com)

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**StatSoft Inc.**  
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[www.statsoft.com](http://www.statsoft.com)

**Stephen Computer Services Inc.**  
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[www.datalyzer.com](http://www.datalyzer.com)

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**SynchroStat Systems Corp.**  
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[www.synchrostat.com](http://www.synchrostat.com)

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[www.tiptech.com](http://www.tiptech.com)

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South Lyon, MI 48178  
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[www.vollmeramerica.com](http://www.vollmeramerica.com)

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[www.wonderware.com](http://www.wonderware.com)

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**Xiris Automation Inc.**  
1016 Sutton Drive, Unit C5  
Burlington, ON L7L 6B8 Canada  
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[www.xiris.com](http://www.xiris.com)

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[www.zontec-spc.com](http://www.zontec-spc.com)