

# 2007 Quality Sourcebook

## SPC Software

Of 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 throughout individual 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.

There’s only one directory in this section, but it’s an important one—the SPC Software Directory. In this guide, you’ll find a list of companies that provide SPC software to help with data gathering, statistical analysis, problem solving, 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.

This directory is not meant to endorse or exclude a particular organization. Rather, it should 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. Further information, including company descriptions (if provided to us) can be found on our Web site at [www.qualitydigest.com/directories](http://www.qualitydigest.com/directories).

### SPC Software Section

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*This directory of SPC software providers includes the company name, city and state, phone and fax numbers, and Web address.*

### 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.  $C_p$  relates the spread of the process to the specification width without regard to the process center.  $C_{pk}$  takes into account the location of the process average.  $C_{pk}$  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 or the Ishikawa diagram, in honor of Kaoru Ishikawa, who developed their use in the 1940s; 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.

**Non-normal distributions**—capability of a software to handle non-normal distributions to calculate such measures as  $C_{pk}$

**Operational characteristics curve**—also known as the 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**—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**—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](http://www.qualitydigest.com/directories).

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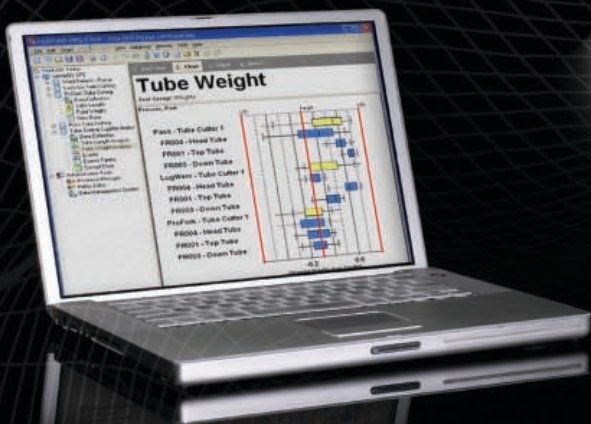
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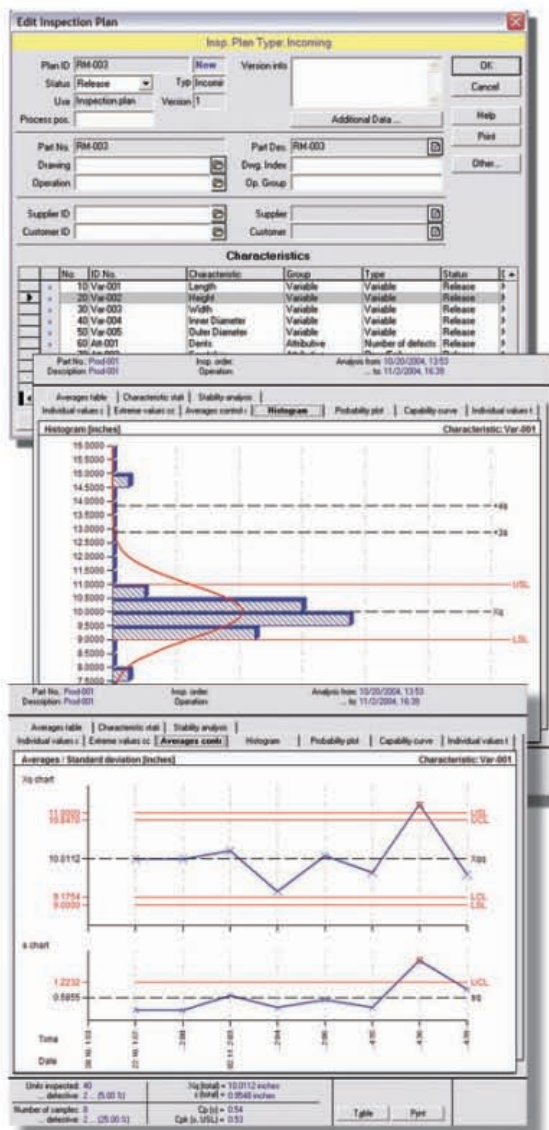


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