

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 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.

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.

SPC Software Guide

SPC Software Directorypage 122

This directory of SPC software providers includes the company name, address, phone and fax numbers and Web address. Brief company descriptions, if provided, can be found on our Web site at www.qualitydigest.com/directories.

Glossary

ANOVA—analysis of variance. A statistical method to test differences between the means of two or more groups

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.

Non-normal distributions—the capability of a 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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