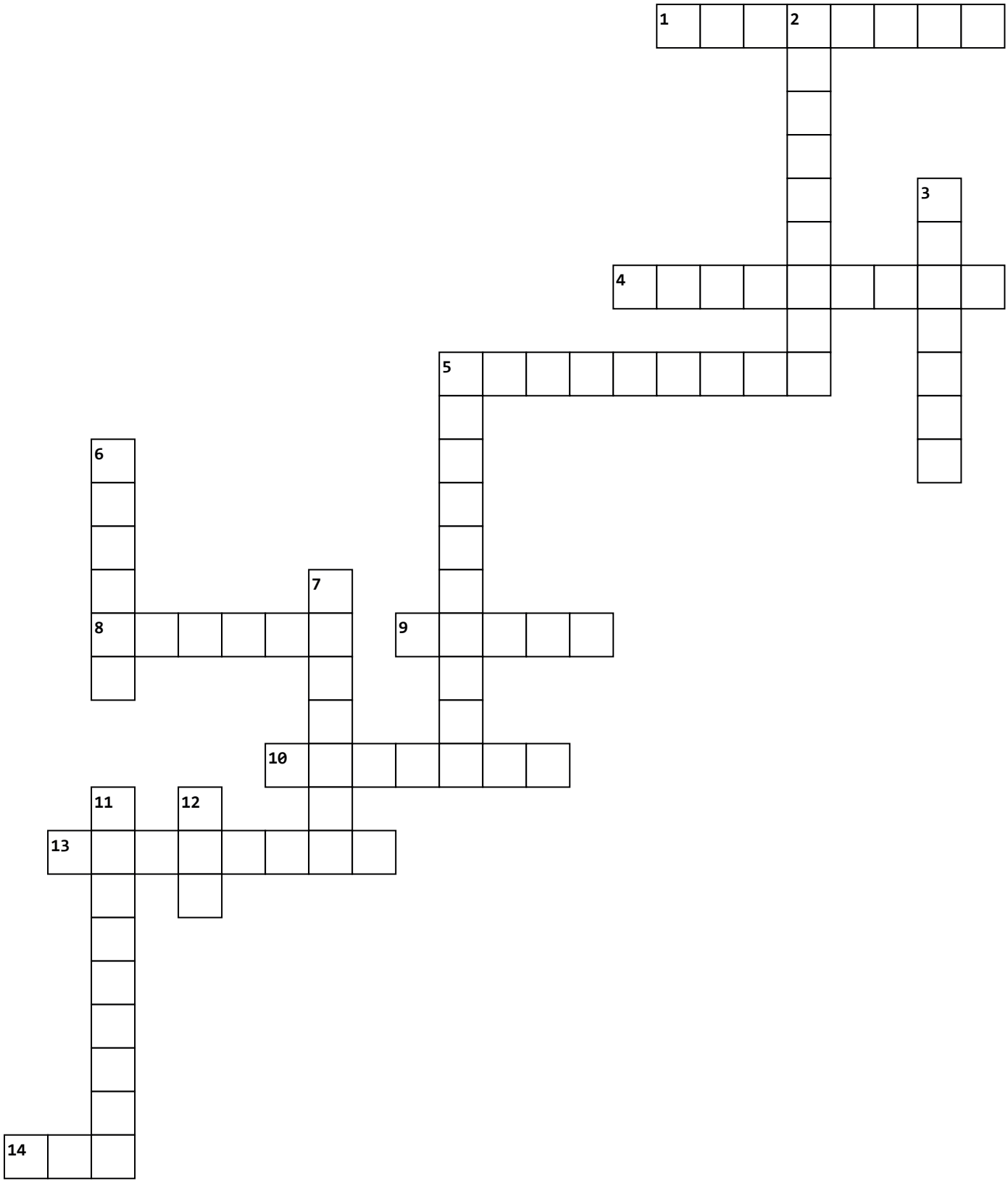
STATISTICAL PROCESS CONTROL (SPC)



Across

1. Selecting a subset of data to represent the whole process

4. A bar chart showing frequency distribution of data

Down

2. A mistake-proofing technique to prevent defects

3. Diagram A plot used to identify relationships between two variables

5. Data Data that is counted, such as defects per unit

8. Chart A graph that identifies the most significant defects or causes

9. and Effect Diagram A tool to identify root causes of a problem (Ishikawa Diagram)

10. Capability The ability of a process to produce output within specifications

13. Data Data that is measured on a continuous scale, such as length or weight

14. Chart A simple line graph showing trends in process performance

5. Sampling Statistical method used to determine if a batch meets quality standards

6. Indices that measure how well a process meets specification limits

7. Chart A tool used to monitor process variation over time

11. The difference in process output due to common or special causes

12. Sigma A methodology aimed at reducing defects and process variation