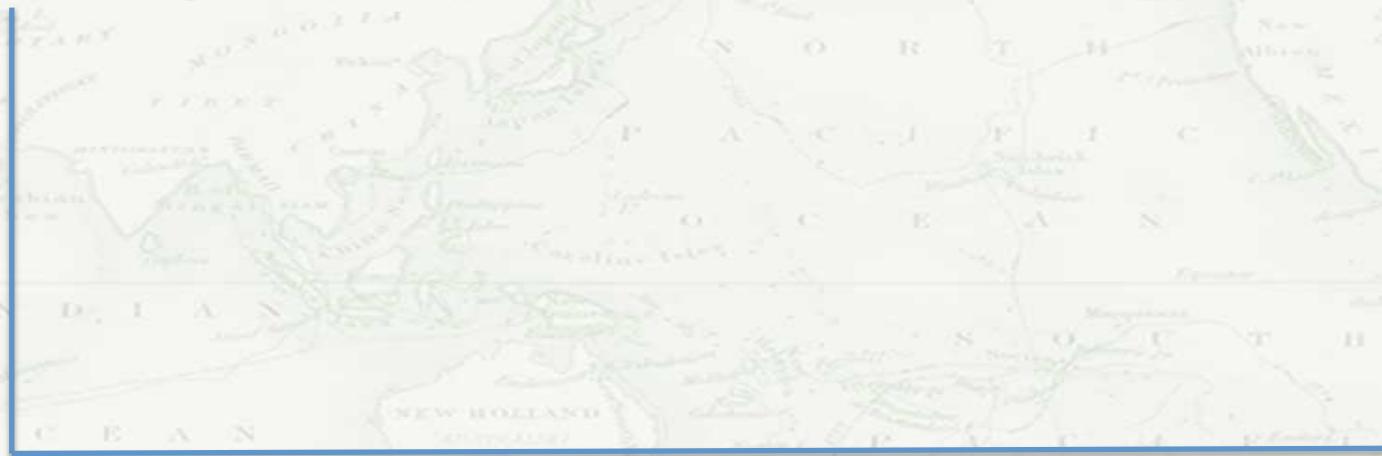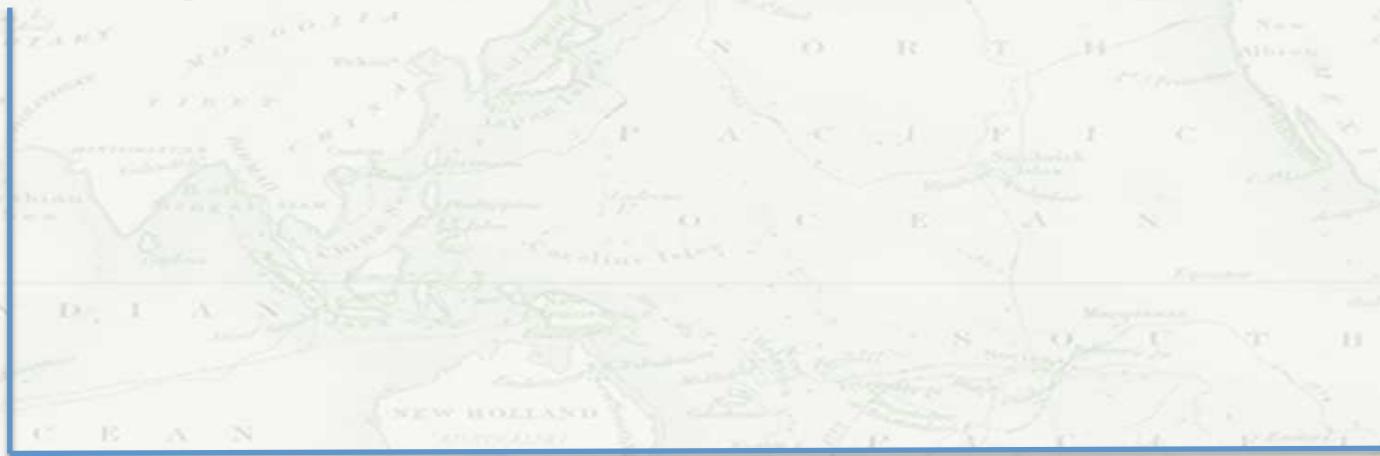# ASQ CRE Prep course

Lesson VII. B. 3.

Measures of Effectiveness
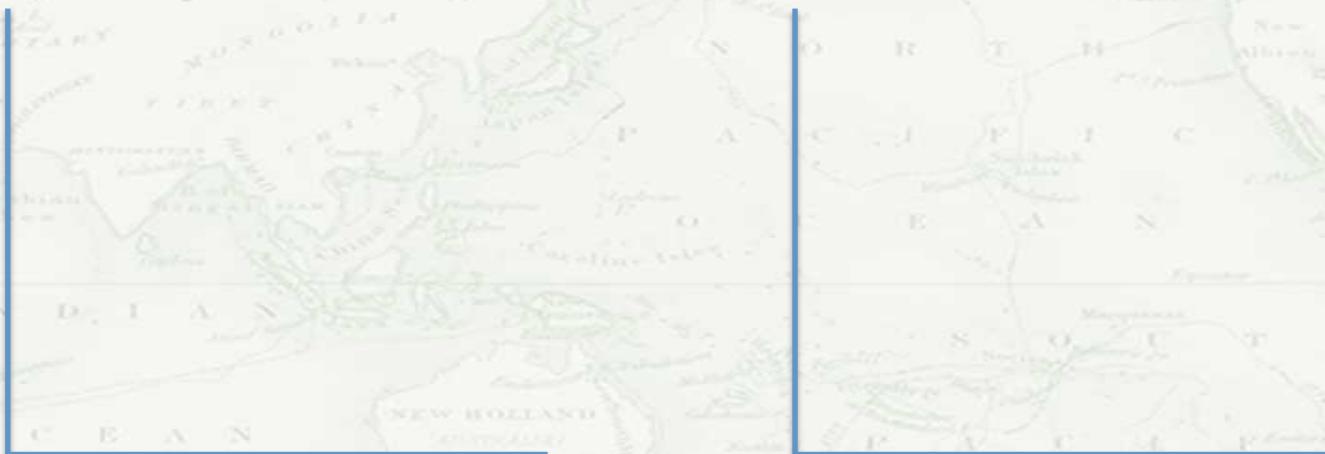
Continuous v Revolutionary

Special & Common Causes

Plotting

Defect Matrix

Customer Site	Defect Type								
	A	B	C	D	E	F	G	H	I
NA - 1	2	8	1	-	3	1	-	-	1
NA - 2	3	2	-	2	3	-	2	1	1
NA - 3	-	5	2	1	1	-	1	1	-
EU - 1	11	2	1	1	2	1	1	1	2
EU - 2	2	3	-	-	-	2	3	9	1
PA - 1	2	2	-	1	2	1	2	4	-
PA - 2	5	3	1	-	-	2	1	6	1
Totals	25	25	5	5	11	7	10	22	6

How are you detecting changes?

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Lesson VII. C.

Failure Analysis
and Correction