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# Mastering Statistical Process Control

*Tim Stapenhurst*

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**Mastering Statistical Process Control** Tim Stapenhurst
Mastering Statistical Process Control shows how to understand business or process performance more clearly and more effectively. This practical book is based on a rich and varied selection of case studies from across industry and commerce, including material from the manufacturing, extractive and service sectors. It will enable readers to understand how SPC can be used to maximum effect, and will deliver more effective monitoring, control and improvement in systems, processes and management.

The common obstacle to successful use of SPC is getting bogged down with control charts, forgetting that visual representation of data is but a tool and not an end in itself. Mastering SPC demonstrates how statistical tools are applied and used in reality. This is a book that will open up the power of SPC for many: managers, quality professionals, engineers and analysts, as well as students, will welcome the clarity and explanation that it brings to understanding the use and benefit of SPC in a wide range of engineering, production and service situations.

Key case studies include using SPC to:
· Measure quality and human factors
· Monitor process performance accurately over long periods
· Develop best-practice benchmarks using control charts
· Maximise profitability of fixed assets
· Improve customer service and satisfaction

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