Common Practices in Quantitative & Statistical Data Analysis

Participants to this 1-day session develop an understanding of common practices in data analysis and presentations. Attendees receive brief seminar presentation materials.

WHERE?  At your facility (For larger group)
WHEN?   At a mutually convenient time.

WHO SHOULD ATTEND?
People at all level of service organization like hospital, governmental organization, transportation, etc. who deals with reduction, manipulation and presentation of customer satisfaction and performance data of any kind.

COURSE DESCRIPTION

Industry and businesses routinely collect information on product sales, customer services and market demands. Careful examination of such data can produce vital information for important business decisions. Simple statistical techniques like bar graphing, trend analysis, Pareto charting, histogram plotting, etc. can produce valuable information.

The nature of exact calculation necessary, however, depends on the type of collected data and the perceived business value of the information it may contain. When possible, the data collection scheme should be designed such that desired information is readily obtainable.

Discussion Topics

- Introduction
- Data Collection
- Pareto Analysis
- Cause-and Effect Diagram
- Histogram
- Time-History (X vs. Y) Plot
- Scatter Diagram
- Regression Analysis
- Performance Monitoring
- Control Charts for Process Performance Study

Learning Objectives:
- Present data with a purpose
- Extract statistically valid trends
- Learn how to create useful charts and graphs (Bar graph, Pareto chart, Regression analysis, etc)

COURSE INSTRUCTOR

This seminar is led by Ranjit K. Roy, Ph.D., P.E., PMP, and Mechanical Engineer. Dr. Roy specializes in the Taguchi approach to quality improvement and engineering quality improvement topics.

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