

# INTERNATIONAL STATISTICAL EDUCATION CENTRE (ISEC), KOLKATA

## ITEC COURSE PROPOSAL submitted to Ministry of External Affairs, DPA II Division

### Workshop on Statistical Quality Control Techniques

#### COURSE CONTENT:

#### TOPICS TO BE COVERED

- i). Concept of quality, dimensions of quality for manufacturing & service,
- ii). Quality improvement & quality control, cost of quality, project selection criteria,
- iii). Seven QC Tools
- iv). Population, sample, types of data & data quality
- v). Summary and presentation of data
- vi). Measures of central tendency (mean, median, mode)
- vii). Measures of dispersion (range, variance, standard deviation, coefficient of variation)
- viii). Elementary concepts of probability
- ix). Elementary probability distributions
- x). Causes of variation,  $\bar{X}$ -MR,  $\bar{X}$ -bar & R,  $p$ ,  $c$ ,  $u$  charts
- xi). Process Capability Indices
- xii). Gage R&R for variable data, P/T ratio
- xiii). Acceptance Sampling

#### Mode of Evaluation of Performance of Participants:

Continuous evaluation by the faculty in the form of **MCQ and assignments**.

Appropriate certificates will be awarded to the participants at the end of the course as per criteria specified below:

CRITERIA	AWARD
Satisfactory Performance (at least 50%) at assignments & tests	Certificate of Proficiency
If Performance is not Satisfactory (less 50%) at assignments & tests	Certificate of Attendance