National Exams May 2012

98-Ind-A5, Quality Planning, Control and Assurance

Notes:

1. If doubt exists as to the interpretation of any question, the candidate is urged to submit with the answer paper, a clear statement of any assumption made.
2. This is a Closed Book Examination.
3. Candidates may use one of two calculators, the Casio or Sharp approved models.
4. Candidates are permitted to bring into the examination room one aid sheet 8 1/2"*11" written on both sides.
5. Any five questions constitute a complete paper. Only the first five questions as they appear in your answer book will be marked.
6. All questions are of equal value.
7. Relevant statistical tables are attached.

Question 1 (20 marks)

5 a) Explain the difference between the specification limits, natural tolerance limits and the control limits. What do these limits represent?

5 b) What is the purpose of ISO9000 registration? Describe briefly the structure of ISO9000 and the main changes in the ISO9000-2000 version of the standard.

5 c) If a company's focus is on profit maximization, what is usually a longer term effect on their products' quality, market share and competitiveness and why?

5 d) What is the six sigma quality philosophy? Explain the main difference between TQC and TQM and summarize the key elements of TQM.

Question 2 (20 marks)

6 a) Describe briefly any three of the seven basic SPC problem-solving tools. What are these tools used for?

6 b) Explain the difference between the common cause and special cause process variation. Can the traditional control charts be used to control a deteriorating process (such as a tool-wear process)? If your answer is yes, explain how.

8 c) Explain why a CUSUM chart is more effective to detect small shifts in a process mean than $\overline{X}$ chart.
Describe and compare a V-mask CUSUM procedure and a tabular CUSUM.
What is a one-side CUSUM used for? Give an example.

Question 3 (20 marks)

6 a) Discuss Type I and Type II errors relative to a control chart and explain the practical implications these two types of errors have on the process operation and on the cost.

6 b) The data below represent the results of inspecting all units of a personal computer produced for the last 10 days.

Day	Units Inspected	Number of Nonconforming Units
1	75	4
2	100	7
3	100	5
4	75	8
5	100	6

6	100	6
7	75	4
8	150	5
9	150	8
10	75	7

Set up a fraction nonconforming control chart and estimate the process fraction nonconforming. What is the smallest sample size that could be used for this process control and still give a positive lower control limit?

8 c) Assume that, based on the estimate of the process fraction nonconforming, *p*, obtained in part (b), a quality engineer would like to use a fixed sample size to control future production. What is the minimum sample size to have the probability of detecting the shift from *p* to $p_1 = 0.1$ on the first or second sample following the shift greater than or equal to 0.5?

Question 4 (20 marks)

6 a) Explain the difference between ***p***-chart, *c*-chart and ***u***-chart and describe what these charts are used for. What is a demerit chart?

6 b) Quality engineers prefer to have the lower control limit for a *c*-chart positive. Explain why. Is it always possible to have this lower control limit positive? If so, explain how this can be done.

8 c) A paper mill uses a control chart to monitor the imperfection in finished rolls of paper. Production output is inspected for 20 days, and the resulting data are shown below.

Day	Number of Rolls Produced	Total Number of Imperfections
1	18	12
2	18	14
3	24	20
4	22	18
5	22	15
6	22	12
7	20	11
8	20	15
9	20	12
10	20	10
11	18	11
12	18	14

13	18	9
14	20	10
15	20	14
16	20	13
17	24	16
18	24	18
19	22	20
20	21	17

Use these data to set-up a standardized ***u*** chart with 3 sigma limits. Estimate λ, the expected number of nonconformities per roll of paper. No plotting is required.

Question 5 (20 marks)

5 a) Compared the concurrent engineering approach to product and process design with the traditional approach. Explain the role of QFD in product design stage and in quality planning.

5 b) Discuss the role of designed experiment in product and process design. Explain the three phases of system design, parameter design and tolerance design. What are the usual objectives in the parameter design stage?

10 c) A 2^{5-2} design was used to investigate the effect of A=condensation temperature, B = amount of material 1. C = solvent volume, D = condensation time, and E = amount of material 2 on yield. The results obtained are as follows:

$$e = 23.2,\ ab = 15.5,\ ad = 16.9,\ bc = 16.2;$$
$$cd = 23.8,\ ace = 23.4,\ bde = 16.8,\ abcde = 18.1$$

Find the design generator used, and write down the complete defining relation and the aliases for this design.

Calculate effect estimates and identify significant effects by plotting the effect estimates on the attached probability paper.
What recommendations can you make?
What assumptions are you making?

Question 6 (20 marks)

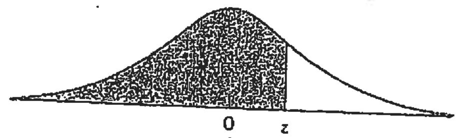
7 a) What is the purpose of acceptance sampling? Explain the difference between the traditional acceptance sampling by attributes and sequential sampling. Describe briefly the main features of MIL-STD-105E. It is AQL-based. Explain what this means.

6 b) Describe briefly the two types of the Dodge-Romig sampling plans: LTPD and AOQL plans. Compare with the AQL-based plans.

7 c) Items are submitted for inspection using MIL-STD-105E in lots of 400. The required AQL is 1%. Consider normal inspection and general inspection level II. Find a single sampling plan using MIL-STD-105E. If LQL=5%, what is the producer's and consumer's risk?

Appendix II Cumulative Standard Normal Distribution

$$\Phi(z) = \int_{-\infty}^{z} \frac{1}{\sqrt{2\pi}} e^{-u^2/2}\, du$$



z	0.00	0.01	0.02	0.03	0.04	z
0.0	0.50000	0.50399	0.50798	0.51197	0.51595	0.0
0.1	0.53983	0.54379	0.54776	0.55172	0.55567	0.1
0.2	0.57926	0.58317	0.58706	0.59095	0.59483	0.2
0.3	0.61791	0.62172	0.62551	0.62930	0.63307	0.3
0.4	0.65542	0.65910	0.62276	0.66640	0.67003	0.4
0.5	0.69146	0.69497	0.69847	0.70194	0.70540	0.5
0.6	0.72575	0.72907	0.73237	0.73565	0.73891	0.6
0.7	0.75803	0.76115	0.76424	0.76730	0.77035	0.7
0.8	0.78814	0.79103	0.79389	0.79673	0.79954	0.8
0.9	0.81594	0.81859	0.82121	0.82381	0.82639	0.9
1.0	0.84134	0.84375	0.84613	0.84849	0.85083	1.0
1.1	0.86433	0.86650	0.86864	0.87076	0.87285	1.1
1.2	0.88493	0.88686	0.88877	0.89065	0.89251	1.2
1.3	0.90320	0.90490	0.90658	0.90824	0.90988	1.3
1.4	0.91924	0.92073	0.92219	0.92364	0.92506	1.4
1.5	0.93319	0.93448	0.93574	0.93699	0.93822	1.5
1.6	0.94520	0.94630	0.94738	0.94845	0.94950	1.6
1.7	0.95543	0.95637	0.95728	0.95818	0.95907	1.7
1.8	0.96407	0.96485	0.96562	0.96637	0.96711	1.8
1.9	0.97128	0.97193	0.97257	0.97320	0.97381	1.9
2.0	0.97725	0.97778	0.97831	0.97882	0.97932	2.0
2.1	0.98214	0.98257	0.98300	0.98341	0.98382	2.1
2.2	0.98610	0.98645	0.98679	0.98713	0.98745	2.2
2.3	0.98928	0.98956	0.98983	0.99010	0.99036	2.3
2.4	0.99180	0.99202	0.99224	0.99245	0.99266	2.4
2.5	0.99379	0.99396	0.99413	0.99430	0.99446	2.5
2.6	0.99534	0.99547	0.99560	0.99573	0.99585	2.6
2.7	0.99653	0.99664	0.99674	0.99683	0.99693	2.7
2.8	0.99744	0.99752	0.99760	0.99767	0.99774	2.8
2.9	0.99813	0.99819	0.99825	0.99831	0.99836	2.9
3.0	0.99865	0.99869	0.99874	0.99878	0.99882	3.0
3.1	0.99903	0.99906	0.99910	0.99913	0.99916	3.1
3.2	0.99931	0.99934	0.99936	0.99938	0.99940	3.2
3.3	0.99952	0.99953	0.99955	0.99957	0.99958	3.3
3.4	0.99966	0.99968	0.99969	0.99970	0.99971	3.4
3.5	0.99977	0.99978	0.99978	0.99979	0.99980	3.5
3.6	0.99984	0.99985	0.99985	0.99986	0.99986	3.6
3.7	0.99989	0.99990	0.99990	0.99990	0.99991	3.7
3.8	0.99993	0.99993	0.99993	0.99994	0.99994	3.8
3.9	0.99995	0.99995	0.99996	0.99996	0.99996	3.9

Appendix II *(Continued)*

$$\Phi(z) = \int_{-\infty}^{z} \frac{1}{\sqrt{2\pi}} e^{-u^2/2}\, du$$

z	0.05	0.06	0.07	0.08	0.09	z
0.0	0.51994	0.52392	0.52790	0.53188	0.53586	0.0
0.1	0.55962	0.56356	0.56749	0.57142	0.57534	0.1
0.2	0.59871	0.60257	0.60642	0.61026	0.61409	0.2
0.3	0.63683	0.64058	0.64431	0.64803	0.65173	0.3
0.4	0.67364	0.67724	0.68082	0.68438	0.68793	0.4
0.5	0.70884	0.71226	0.71566	0.71904	0.72240	0.5
0.6	0.74215	0.74537	0.74857	0.75175	0.75490	0.6
0.7	0.77337	0.77637	0.77935	0.78230	0.78523	0.7
0.8	0.80234	0.80510	0.80785	0.81057	0.81327	0.8
0.9	0.82894	0.83147	0.83397	0.83646	0.83891	0.9
1.0	0.85314	0.85543	0.85769	0.85993	0.86214	1.0
1.1	0.87493	0.87697	0.87900	0.88100	0.88297	1.1
1.2	0.89435	0.89616	0.89796	0.89973	0.90147	1.2
1.3	0.91149	0.91308	0.91465	0.91621	0.91773	1.3
1.4	0.92647	0.92785	0.92922	0.93056	0.93189	1.4
1.5	0.93943	0.94062	0.94179	0.94295	0.94408	1.5
1.6	0.95053	0.95154	0.95254	0.95352	0.95448	1.6
1.7	0.95994	0.96080	0.96164	0.96246	0.96327	1.7
1.8	0.96784	0.96856	0.96926	0.96995	0.97062	1.8
1.9	0.97441	0.97500	0.97558	0.97615	0.97670	1.9
2.0	0.97982	0.98030	0.98077	0.98124	0.98169	2.0
2.1	0.98422	0.98461	0.98500	0.98537	0.98574	2.1
2.2	0.98778	0.98809	0.98840	0.98870	0.98899	2.2
2.3	0.99061	0.99086	0.99111	0.99134	0.99158	2.3
2.4	0.99286	0.99305	0.99324	0.99343	0.99361	2.4
2.5	0.99461	0.99477	0.99492	0.99506	0.99520	2.5
2.6	0.99598	0.99609	0.99621	0.99632	0.99643	2.6
2.7	0.99702	0.99711	0.99720	0.99728	0.99736	2.7
2.8	0.99781	0.99788	0.99795	0.99801	0.99807	2.8
2.9	0.99841	0.99846	0.99851	0.99856	0.99861	2.9
3.0	0.99886	0.99889	0.99893	0.99897	0.99900	3.0
3.1	0.99918	0.99921	0.99924	0.99926	0.99929	3.1
3.2	0.99942	0.99944	0.99946	0.99948	0.99950	3.2
3.3	0.99960	0.99961	0.99962	0.99964	0.99965	3.3
3.4	0.99972	0.99973	0.99974	0.99975	0.99976	3.4
3.5	0.99981	0.99981	0.99982	0.99983	0.99983	3.5
3.6	0.99987	0.99987	0.99988	0.99988	0.99989	3.6
3.7	0.99991	0.99992	0.99992	0.99992	0.99992	3.7
3.8	0.99994	0.99994	0.99995	0.99995	0.99995	3.8
3.9	0.99996	0.99996	0.99996	0.99997	0.99997	3.9

Table 13-4 Sample Size Code Letters (MIL STD 105E, Table 1)

Lot or Batch Size	Special Inspection Levels				General Inspection Levels		
	S-1	S-2	S-3	S-4	I	II	III
2 to 8	A	A	A	A	A	A	B
9 to 15	A	A	A	A	A	B	C
16 to 25	A	A	B	B	B	C	D
26 to 50	A	B	B	C	C	D	E
51 to 90	B	B	C	C	C	E	F
91 to 150	B	B	C	D	D	F	G
151 to 280	B	C	D	E	E	G	H
281 to 500	B	C	D	E	F	H	J
501 to 1200	C	C	E	F	G	J	K
1201 to 3200	C	D	E	G	H	K	L
3201 to 10000	C	D	F	G	J	L	M
100001 to 35000	C	D	F	H	K	M	N
35001 to 150000	D	E	G	J	L	N	P
500001 to 500000	D	E	G	J	M	P	Q
500001 and over	D	E	H	K	N	Q	R

Table 13-5 Master Table for Normal Inspection—Single Sampling (MIL STD 105E, Table II-A)

Sample size code letter	Sample size	Acceptable Quality Levels (normal inspection)																									
		0.010	0.015	0.025	0.040	0.065	0.10	0.15	0.25	0.40	0.65	1.0	1.5	2.5	4.0	6.5	10	15	25	40	65	100	150	250	400	650	1000
		Ac Re	Ac Re	Ac Re	Ac Re	Ac Re	Ac Re	Ac Re	Ac Re	Ac Re	Ac Re	Ac Re	Ac Re	Ac Re	Ac Re	Ac Re	Ac Re	Ac Re	Ac Re	Ac Re	Ac Re	Ac Re	Ac Re	Ac Re	Ac Re	Ac Re	Ac Re
A	2	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	0 1	↓	↓	1 2	2 3	3 4	5 6	7 8	10 11	14 15	21 22	30 31
B	3	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	0 1	↑	↓	1 2	2 3	3 4	5 6	7 8	10 11	14 15	21 22	30 31	44 45
C	5	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	0 1	↑	↓	1 2	2 3	3 4	5 6	7 8	10 11	14 15	21 22	30 31	44 45	↑
D	8	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	0 1	↑	↓	1 2	2 3	3 4	5 6	7 8	10 11	14 15	21 22	30 31	44 45	↑	↑
E	13	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	0 1	↑	↓	1 2	2 3	3 4	5 6	7 8	10 11	14 15	21 22	30 31	44 45	↑	↑	↑
F	20	↓	↓	↓	↓	↓	↓	↓	↓	↓	0 1	↑	↓	1 2	2 3	3 4	5 6	7 8	10 11	14 15	21 22	↑	↑	↑	↑	↑	↑
G	32	↓	↓	↓	↓	↓	↓	↓	↓	0 1	↑	↓	1 2	2 3	3 4	5 6	7 8	10 11	14 15	21 22	↑	↑	↑	↑	↑	↑	↑
H	50	↓	↓	↓	↓	↓	↓	↓	0 1	↑	↓	1 2	2 3	3 4	5 6	7 8	10 11	14 15	21 22	↑	↑	↑	↑	↑	↑	↑	↑
J	80	↓	↓	↓	↓	↓	↓	0 1	↑	↓	1 2	2 3	3 4	5 6	7 8	10 11	14 15	21 22	↑	↑	↑	↑	↑	↑	↑	↑	↑
K	125	↓	↓	↓	↓	↓	0 1	↑	↓	1 2	2 3	3 4	5 6	7 8	10 11	14 15	21 22	↑	↑	↑	↑	↑	↑	↑	↑	↑	↑
L	200	↓	↓	↓	↓	0 1	↑	↓	1 2	2 3	3 4	5 6	7 8	10 11	14 15	21 22	↑	↑	↑	↑	↑	↑	↑	↑	↑	↑	↑
M	315	↓	↓	↓	0 1	↑	↓	1 2	2 3	3 4	5 6	7 8	10 11	14 15	21 22	↑	↑	↑	↑	↑	↑	↑	↑	↑	↑	↑	↑
N	500	↓	↓	0 1	↑	↓	1 2	2 3	3 4	5 6	7 8	10 11	14 15	21 22	↑	↑	↑	↑	↑	↑	↑	↑	↑	↑	↑	↑	↑
P	800	↓	0 1	↑	↓	1 2	2 3	3 4	5 6	7 8	10 11	14 15	21 22	↑	↑	↑	↑	↑	↑	↑	↑	↑	↑	↑	↑	↑	↑
Q	1250	0 1	↑	↓	1 2	2 3	3 4	5 6	7 8	10 11	14 15	21 22	↑	↑	↑	↑	↑	↑	↑	↑	↑	↑	↑	↑	↑	↑	↑
R	2000	↑	↑	1 2	2 3	3 4	5 6	7 8	10 11	14 15	21 22	↑	↑	↑	↑	↑	↑	↑	↑	↑	↑	↑	↑	↑	↑	↑	↑

↓ = Use first sampling plan below arrow. If sample size equals, or exceeds, lot or batch size, do 100 percent inspection.

↑ = Use first sampling plan above arrow.

Ac = Acceptance number.

Re = Rejection number.

Appendix VI Factors for Constructing Variables Control Charts

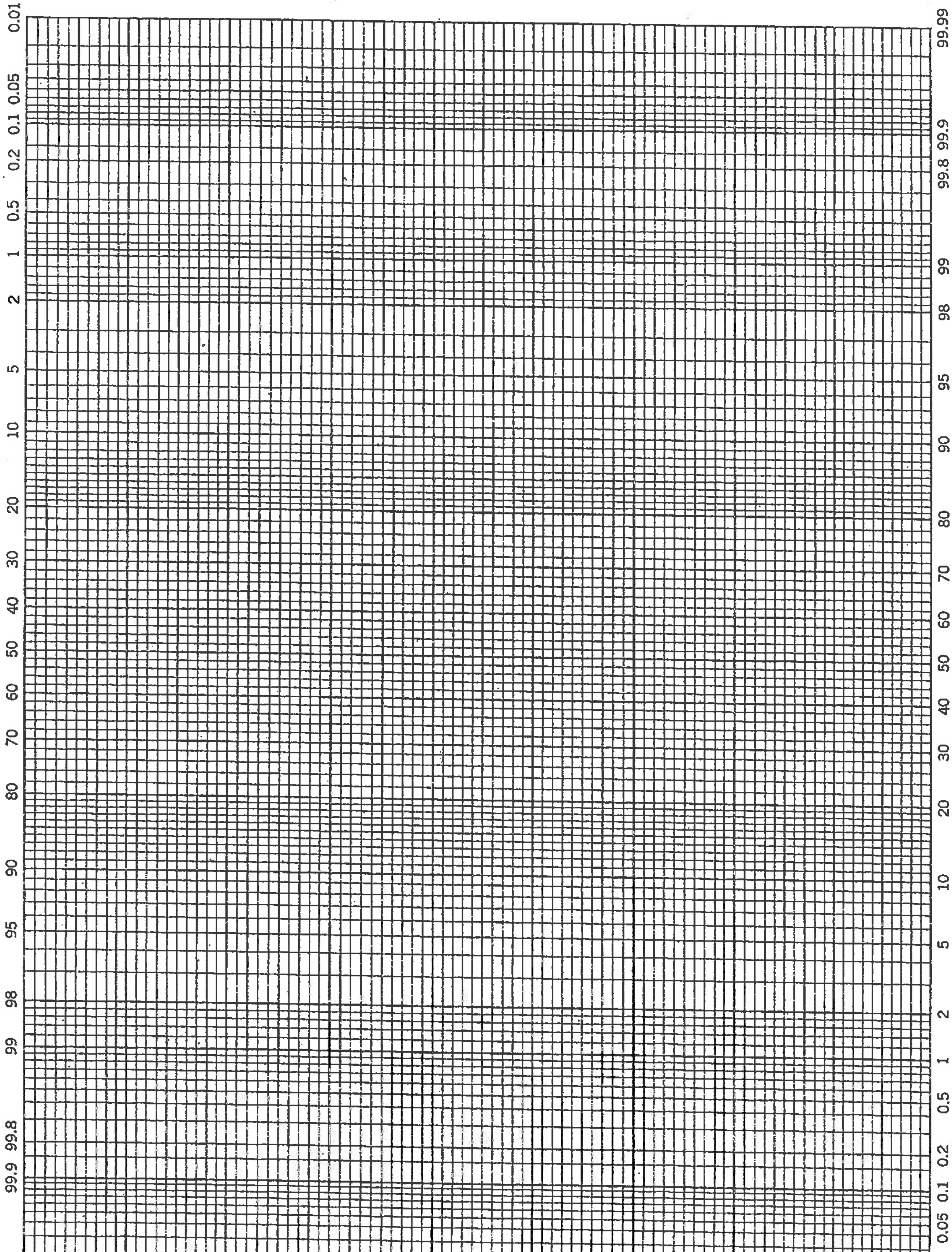
Observations in Sample, n	Chart for Averages: Factors for Control Limits			Chart for Standard Deviations: Factors for Center Line		Chart for Standard Deviations: Factors for Control Limits				Chart for Ranges: Factors for Center Line		Chart for Ranges: Factors for Control Limits				
	A	A_2	A_3	c_4	$1/c_4$	B_3	B_4	B_5	B_6	d_2	$1/d_2$	d_3	D_1	D_2	D_3	D_4
2	2.121	1.880	2.659	0.7979	1.2533	0	3.267	0	2.606	1.128	0.8865	0.853	0	3.686	0	3.267
3	1.732	1.023	1.954	0.8862	1.1284	0	2.568	0	2.276	1.693	0.5907	0.888	0	4.358	0	2.575
4	1.500	0.729	1.628	0.9213	1.0854	0	2.266	0	2.088	2.059	0.4857	0.880	0	4.698	0	2.282
5	1.342	0.577	1.427	0.9400	1.0638	0	2.089	0	1.964	2.326	0.4299	0.864	0	4.918	0	2.115
6	1.225	0.483	1.287	0.9515	1.0510	0.030	1.970	0.029	1.874	2.534	0.3946	0.848	0	5.078	0	2.004
7	1.134	0.419	1.182	0.9594	1.0423	0.118	1.882	0.113	1.806	2.704	0.3698	0.833	0.204	5.204	0.076	1.924
8	1.061	0.373	1.099	0.9650	1.0363	0.185	1.815	0.179	1.751	2.847	0.3512	0.820	0.388	5.306	0.136	1.864
9	1.000	0.337	1.032	0.9693	1.0317	0.239	1.761	0.232	1.707	2.970	0.3367	0.808	0.547	5.393	0.184	1.816
10	0.949	0.308	0.975	0.9727	1.0281	0.284	1.716	0.276	1.669	3.078	0.3249	0.797	0.687	5.469	0.223	1.777
11	0.905	0.285	0.927	0.9754	1.0252	0.321	1.679	0.313	1.637	3.173	0.3152	0.787	0.811	5.535	0.256	1.744
12	0.866	0.266	0.886	0.9776	1.0229	0.354	1.646	0.346	1.610	3.258	0.3069	0.778	0.922	5.594	0.283	1.717
13	0.832	0.249	0.850	0.9794	1.0210	0.382	1.618	0.374	1.585	3.336	0.2998	0.770	1.025	5.647	0.307	1.693
14	0.802	0.235	0.817	0.9810	1.0194	0.406	1.594	0.399	1.563	3.407	0.2935	0.763	1.118	5.696	0.328	1.672
15	0.775	0.223	0.789	0.9823	1.0180	0.428	1.572	0.421	1.544	3.472	0.2880	0.756	1.203	5.741	0.347	1.653
16	0.750	0.212	0.763	0.9835	1.0168	0.448	1.552	0.440	1.526	3.532	0.2831	0.750	1.282	5.782	0.363	1.637
17	0.728	0.203	0.739	0.9845	1.0157	0.466	1.534	0.458	1.511	3.588	0.2787	0.744	1.356	5.820	0.378	1.622
18	0.707	0.194	0.718	0.9854	1.0148	0.482	1.518	0.475	1.496	3.640	0.2747	0.739	1.424	5.856	0.391	1.608
19	0.688	0.187	0.698	0.9862	1.0140	0.497	1.503	0.490	1.483	3.689	0.2711	0.734	1.487	5.891	0.403	1.597
20	0.671	0.180	0.680	0.9869	1.0133	0.510	1.490	0.504	1.470	3.735	0.2677	0.729	1.549	5.921	0.415	1.585
21	0.655	0.173	0.663	0.9876	1.0126	0.523	1.477	0.516	1.459	3.778	0.2647	0.724	1.605	5.951	0.425	1.575
22	0.640	0.167	0.647	0.9882	1.0119	0.534	1.466	0.528	1.448	3.819	0.2618	0.720	1.659	5.979	0.434	1.566
23	0.626	0.162	0.633	0.9887	1.0114	0.545	1.455	0.539	1.438	3.858	0.2592	0.716	1.710	6.006	0.443	1.557
24	0.612	0.157	0.619	0.9892	1.0109	0.555	1.445	0.549	1.429	3.895	0.2567	0.712	1.759	6.031	0.451	1.548
25	0.600	0.153	0.606	0.9896	1.0105	0.565	1.435	0.559	1.420	3.931	0.2544	0.708	1.806	6.056	0.459	1.541

For $n > 25$

$$A = \frac{3}{\sqrt{n}}, \quad A_3 = \frac{3}{c_4\sqrt{n}}, \quad c_4 \doteq \frac{4(n-1)}{4n-3},$$

$$B_3 = 1 - \frac{3}{c_4\sqrt{2(n-1)}}, \quad B_4 = 1 + \frac{3}{c_4\sqrt{2(n-1)}},$$

$$B_5 = c_4 - \frac{3}{\sqrt{2(n-1)}}, \quad B_6 = c_4 + \frac{3}{\sqrt{2(n-1)}}.$$



46 8000

K+E PROBABILITY X 90 DIVISIONS
KEUFFEL & ESSER CO. MADE IN U.S.A.