

Update to the AIAG- SPC Reference Manual

Michael Down

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SPC Rewrite Committee

ABSTRACT

The SPC reference manual was one of the first manuals released by Ford, GM, and DaimlerChrysler (formally Chrysler) to communicate the methods and application of Statistical Process Control. It has been useful, but it was released in the early 80's and required updating in relation to style, changes in philosophy, and the introduction of new methods.

INTRODUCTION

SPC- Statistical Process Control has been around for many years, first created by Walter Shewhart in the 1920. It came to the forefront by Dr. W. Edwards Deming's teaching and application in Japan in the mid 40's after World War Two and into the early 80's when it became recognized in the US. It eventually became a requirement of all US automotive suppliers to have proof of the application of SPC and that the parts being delivered were from a stable process.

MAIN SECTION

The main purpose of this paper is to review the philosophy used in the development of the new SPC reference manual, the changes and additional methods reviewed and supported.

PHILOSOPHY OF THE SUBCOMMITTEE

Prior to starting the rewrite the committee established specific norms to follow while developing the manual. They were as follows:

- Update the format to match current manuals
- Evaluate order, improve logic
- Customer focused: Easier to use and understand
- Reduce focus on indices
- Up-front reinforce the need for a system of application and analysis
- Add additional methods that have been introduced since the manual was published
- Improve the glossary and index
- Review and update reference list

Introduction

The manual contains information from the basics of SPC, management support process, the common statistical methods, and additional methods that can be used in special situations. The introduction sets the stage by showing the importance of using SPC to define variation.

- Establish where the process is centered
- Whether the process is stable or unstable
- The amount of variation that exists.

Data, Results, and Measurement

Decisions and estimates are based on a perception of what the population is doing. The quality of this perception is based on a number of issues.

- Homogeneous population
- Distribution of the population
- Sampling plan
- Whether the process and population are stable
- Measurement variation
- Interdependent variables

The stability and uniformity of the population is critical to understand prior to collecting and analyzing data. The uniformity and stability of the population impact the way that collect the data and the way the data is analyzed. This is not just a "point of view", it always exist whether it taken into account or ignored. In most cases a normal distribution (bell curve) in relation to a continuous process.

Sampling can also impact the results of data collection and analysis. In some cases a randomized sample is required. This means by where, when and how the sample is taken from the population. Randomization helps to limit bias and also gives a better picture of what the variation in the population looks like. In other cases, the sample isn't random; parts are either specifically selected or made to specific requirements. This often occurs in engineering development or when problem solving issues. (Note: Distribution, Uniformity, and stability of the population are assumed/ Measurement variation is small)

Aiag Reference Manual

Scott A. Laman



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bsbcus501 manage quality customer service learner - Mar 20 2022

web develop a questionnaire to collect customer feedback related to kpis and or designed to uncover identifiable gaps between services provided including the quality of service and customer expectations