

National Exams December 2011

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 of size $8\frac{1}{2}$ *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.

Question1 (20 marks)

- 5 a) Describe briefly Deming's quality philosophy and summarize his points for management.
- 5 b) Explain the relation between productivity and quality, quality and profit. Describe the costs of quality categories.
- 5 c) Explain the key steps in quality planning and the role of the quality function deployment.
- 5 d) Explain the role of designed experiments in process improvement. What is EVOP? Summarize Taguchi's three steps in the product design.

Question 2 (20 marks)

- 4 a) Explain the difference between the engineering and statistical process control and the difference between the off-line and on-line quality control. Describe briefly at least two basic SPC problem solving tools. What is FMEA and FTA?
- 3 b) What is a control chart and what is it used for? What is the difference between the R chart and S chart? Which one is preferable and why?
- 6 c) Consider an \bar{x} chart. Explain the effect of using several zone rules (sensitizing rules) simultaneously on the average run length when the process is in control and also out of control.
- 7 d) Samples of size $n=5$ are taken from a process every 30 min. After collecting 25 such samples, we obtained: $\sum_{i=1}^{25} \bar{x}_i = 205, \sum_{i=1}^{25} R_i = 9$. The specifications are: 8 ± 0.5 . Find the control limits for the \bar{x} and R charts. What fraction of the output is nonconforming? To control future production, determine the minimum sample size n and the control limits for the \bar{x} chart satisfying the following requirement:
If the process mean shifts to $\mu_0 \pm 2\sigma$, where μ_0 and σ are the process parameters calculated from the data above, the probability of detecting this shift on the two subsequent samples should be at least 0.7. Calculate the ARL and ATS for this chart when the process mean shifts to 7.9.

Question 3 (20 marks)

- 5 a) Explain the three phases in a typical product life cycle curve and discuss the distributions suitable for modeling each phase.
- 8 b) Provide the definitions of the reliability function $R(t)$ and the failure rate $h(t)$, show the relation between them, and show the formula for the calculation of the mean residual life (explain the meaning). Explain the memoryless property of the exponential distribution and why this distribution is useful in real applications.
- 7 c) Consider the Weibull distribution with shape parameter = 2 and the characteristic life = 200 hours. Calculate the mean time to failure.

Question 4 (20 marks)

- 5 a) Assume that a quality characteristic is normally distributed with mean μ . Explain the difference between a confidence interval for μ and statistical tolerance limits.
- 3 b) Should the process be in statistical control when performing capability analysis? Why or why not? Explain the differences between capability indices C_p , C_{pk} , and C_{pm} . What is the relation between C_p and C_{pk} ?
- 12 c) Suppose, for a given process, the estimates of C_p and C_{pk} are 1.33 and 1.05, respectively. Assuming that the process follows a normal distribution, and two-sided specification limits are used (LSL and USL), estimate the process fraction nonconforming. Estimate C_{pm} , if the target value $T = (USL + LSL) / 2$.
- How would the process fraction nonconforming change if the process mean is centered?

Question 5 (20 marks)

- 4 a) Explain the difference between a p -chart and u -chart. What are these charts used for?
- 8 b) A sample of 100 parts is taken from a production process every hour. The following data were obtained from 10 consecutive samples:

Sample No.	1	2	3	4	5	6	7	8	9	10
No. of nonconforming parts	2	5	0	6	4	4	2	3	1	3

- Set-up a control chart to control the proportion of nonconforming parts. Estimate the in-control proportion of nonconforming, p_0 . What is the largest value of p_1 for which the $ARL_{p_1} \geq 100$ for this control chart? ARL_{p_1} is the average run length when the proportion of nonconforming is p_1 .
- 8 c) Consider the data in Part b). Find the minimum sample size n and calculate the control limits for an np -chart which would have a lower control limit positive. Calculate the ARL_{p_1} for this chart where p_1 is the value determined in Part b).

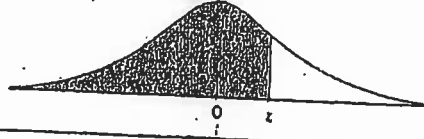
Question 6 (20 marks)

- 6 a) Discuss the advantages and disadvantages of 100% inspection and acceptance sampling. Explain the difference between the acceptance sampling plans for variables and attributes.
- 7 b) Explain the following terms: acceptable quality level (AQL), limiting quality level (LQL), rectifying inspection, average outgoing quality, average outgoing quality limit. What is the difference between an LTPD plan such as the Dodge-Romig sampling plan and a sampling plan obtained using MIL-STD-105E?
- 7 c) Parts are submitted for inspection in lots of size 1000 using MIL-STD-105E. The required AQL is 1.5%. Consider normal inspection, general inspection level II. Determine a single sampling plan satisfying the requirements. Calculate the producer's risk when using this plan.

A-6 APPENDIX

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	0.66276	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

Appendix VI Factors for Constructing Variables Control Charts

Observations in Sample, n	Chart for Averages			Chart for Standard Deviations						Chart for Ranges						
	Factors for Control Limits			Factors for Center Line			Factors for Control Limits			Factors for Center Line		Factors for Control Limits				
	A	A ₂	A ₃	c ₄	1/c ₄	B ₅	B ₄	B ₃	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	3.257
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

3σ

$$A = \frac{3}{\sqrt{n}}, \quad A_2 = \frac{3}{c_4 \sqrt{n}}, \quad c_4 = \frac{4(n-1)}{4n-3}$$

$$B_5 = 1 - \frac{3}{c_4 \sqrt{2(n-1)}}, \quad B_4 = 1 + \frac{3}{c_4 \sqrt{2(n-1)}}$$

$$B_3 = c_4 - \frac{3}{\sqrt{2(n-1)}}, \quad B_6 = c_4 + \frac{3}{\sqrt{2(n-1)}}$$

A-15

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

Sample size code letter	Acceptable Quality Limits (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	
A	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	Ac Re
B	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	Ac Re
C	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	Ac Re
D	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	Ac Re
E	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	Ac Re
F	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	Ac Re
G	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	Ac Re
H	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	Ac Re
J	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	Ac Re
K	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	Ac Re
L	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	Ac Re
M	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	Ac Re
N	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	Ac Re
P	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	Ac Re
Q	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	Ac Re
R	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	Ac Re

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.

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Table 14-4 Sample Size Code Letters (MIL STD 105E, Table I)

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
10001 to 35000	C	D	F	H	K	M	N
35001 to 150000	D	E	G	J	L	N	P
150001 to 500000	D	E	G	J	M	P	Q
500001 and over	D	E	H	K	N	Q	R