

## National Exams December 2014

### 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  
 $8\frac{1}{2}'' \times 11''$  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.

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Question 1 (20 marks)

- 7 a) Explain the difference in the objectives in the quality certification and prizes in quality. Summarize the main changes in the ISO 9000-2000 version of this standard and describe briefly the structure of ISO 9000. What are the main steps in the quality certification process? What is a quality system?
- 7 b) Describe recent trends in supplier-producer relations, and supplier's quality checking by testing the capability claims. Compare this new approach with the traditional lot-by-lot acceptance sampling and discuss the effect of both on the cost reduction and potential quality improvement. Which of these two approaches is preferable and why?
- 6 c) Explain the main difference between TQC and TQM and summarize the key elements of TQM. If the focus of a company is on increasing productivity, what is the usual effect on quality and why?

Question 2 (20 marks)

- 6 a) Explain the difference between the basic traditional control charts for variables and the special charts such as EWMA or CUSUM. Show application examples of the charts in these two categories. Why is EWMA or CUSUM more sensitive to changes in the process mean than the  $\bar{X}$  chart? Show the limitations of the CUSUM using V-mask and compare with the tabular CUSUM.
- 6 b) Control charts are applied to an injection molding process to monitor part weight with the objective to keep part weight consistent over time. Four parts are taken from the process each shift and the weight of each part is measured. The results of 15 consecutive shifts (averages and ranges of samples of four parts each) are given below.

Sample No.	Average	Range
1	2024	4
2	2008	19
3	2030	18
4	2058	30
5	2047	6
6	2025	2
7	2041	18
8	2025	31
9	2042	22
10	2030	32
11	2028	4
12	2038	38
13	2040	10
14	2035	8
15	2038	22

Calculate the control limits for both charts. Revise, if necessary. No plotting is required. Estimate the in-control process mean and standard deviation.

- 8 c) To control future production, design an  $\bar{X}$  chart with 3 sigma limits such

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that  $P(RL \geq 100) \geq 0.6$  when  $|\mu_1 - \mu_0| \leq 0.2\sigma$ , and, simultaneously,  
 $ARL_{\mu_2} \leq 8$  when  $\mu_2 = \mu_0 + 1.2\sigma$ , where  $\mu_0$  and  $\sigma$  are the in-control  
estimates of the process mean and standard deviation obtained in b).

Question 3 (20 marks)

- 6 a) Explain the meaning of the Type I and Type II errors relative to a control chart and discuss the practical implications these two types of errors have on the process operation and on the cost. What is an OC curve for an  $\bar{X}$  chart and how its behavior depends on the sample size and why?
- 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	80	4
2	100	7
3	100	5
4	80	8
5	100	6
6	100	6
7	80	4
8	100	3
9	100	9
10	80	1

- Set up a  $p$ - control chart and estimate the in-control process fraction nonconforming. Revise, if necessary. What is the smallest sample size that could be used for this process and still give a positive lower control limit?
- 8 c) Assume that, based on the estimate of the in-control process fraction nonconforming  $p_0$  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  $p_0$  to  $p_1=0.12$  on the first or second sample following the shift greater than or equal to 0.6?

Question 4 (20 marks)

- 6 a) Explain the differences between  $p$ -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 imperfections in finished rolls of paper. Production output is inspected for 15 days, and the resulting data are shown below.

Day	Number of Rolls Produced	Total Number of Imperfections
1	20	17
2	18	14
3	20	7
4	20	18
5	20	15
6	20	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

Use these data to set-up a  $u$ - chart with 3 sigma limits. Revise, if necessary. Estimate  $\lambda_0$ , the expected number of nonconformities per roll of paper. No plotting is required.

Question 5 (20 marks)

- 6 a) Describe the three stages in the product design: system design, parameter design and the tolerance design. What are the typical objectives in the parameter design stage? What is the role of the quality function deployment in the product design and in which stage is it applied?
- 6 b) Provide a brief description and usage of the Taguchi Methods. Explain the following: signal-to-noise ratio, inner and outer array, linear graph, graph of marginal averages. Discuss the limitations of the Taguchi Methods. Give examples of robust design for a product and a manufacturing process.
- 8 c) An automobile engineer wishes to study the effect of speed and the external temperature on the quantity of carbon monoxide emissions. The tests are run at 15, 20 and 25 mph, and the external temperatures considered are 20°F, 40°F and 60°F. The table below contains the emission test data (in grams per vehicle mile).

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<i>Mph</i>	Temperature ( $^{\circ}F$ )		
	20 $^{\circ}$	40 $^{\circ}$	60 $^{\circ}$
15	104, 96	92, 87	78, 80
20	88, 90	70, 65	62, 71
25	70, 76	56, 60	50, 61

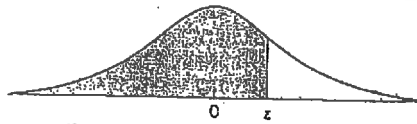
Find significant effects. Formulate and test the appropriate hypotheses at  $\alpha = 0.05$  level of significance. Summarize the results and draw conclusions.

Question 6 (20 marks)

- 7 a) What is the purpose of acceptance sampling? Explain the difference between the traditional acceptance sampling for attributes and sequential sampling. Describe briefly the main features of MIL-STD-105E. It is AQL-based. Explain what it means.
- 7 b) Describe briefly the difference between the two kinds of the Dodge-Romig sampling plans: LTPD and AOQL plans. Explain how they differ from the AQL-based plans.
- 6 c) Items are submitted for inspection using MIL-STD-105E in lots of 800. The required AQL is 1.5%. Consider normal inspection and general inspection level II. Find a single sampling plan using MIL-STD-105E. If LQL=5%, what is the 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	0.66276	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		Factors for Center Line					
	A	A <sub>2</sub>	A <sub>3</sub>	c <sub>4</sub>	1/c <sub>4</sub>	B <sub>3</sub>	B <sub>4</sub>	B <sub>5</sub>	B <sub>6</sub>	d <sub>3</sub>	1/d <sub>3</sub>	D <sub>1</sub>	D <sub>2</sub>	D <sub>3</sub>	D <sub>4</sub>	
2	1.880	1.023	1.954	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	1.583	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

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

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

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



APPENDIX V  
(Continued)



Degrees of freedom for the numerator (v <sub>1</sub> )	Degrees of freedom for the denominator (v <sub>2</sub> )																		
	1	2	3	4	5	6	7	8	9	10	15	20	24	30	40	60	120	∞	
1	161.4	199.5	215.7	224.6	230.2	234.0	236.8	238.9	240.5	241.9	243.9	245.9	248.0	249.1	250.1	251.1	252.2	253.3	254.3
2	18.51	19.00	19.16	19.25	19.30	19.33	19.35	19.37	19.38	19.40	19.41	19.43	19.45	19.45	19.46	19.47	19.48	19.49	19.50
3	6.94	6.99	6.99	6.99	6.99	6.99	6.99	6.99	6.99	6.99	6.99	6.99	6.99	6.99	6.99	6.99	6.99	6.99	6.99
4	5.76	5.79	5.79	5.79	5.79	5.79	5.79	5.79	5.79	5.79	5.79	5.79	5.79	5.79	5.79	5.79	5.79	5.79	5.79
5	5.39	5.44	5.44	5.44	5.44	5.44	5.44	5.44	5.44	5.44	5.44	5.44	5.44	5.44	5.44	5.44	5.44	5.44	5.44
6	5.29	5.34	5.34	5.34	5.34	5.34	5.34	5.34	5.34	5.34	5.34	5.34	5.34	5.34	5.34	5.34	5.34	5.34	5.34
7	5.24	5.29	5.29	5.29	5.29	5.29	5.29	5.29	5.29	5.29	5.29	5.29	5.29	5.29	5.29	5.29	5.29	5.29	5.29
8	5.21	5.26	5.26	5.26	5.26	5.26	5.26	5.26	5.26	5.26	5.26	5.26	5.26	5.26	5.26	5.26	5.26	5.26	5.26
9	5.19	5.24	5.24	5.24	5.24	5.24	5.24	5.24	5.24	5.24	5.24	5.24	5.24	5.24	5.24	5.24	5.24	5.24	5.24
10	5.18	5.23	5.23	5.23	5.23	5.23	5.23	5.23	5.23	5.23	5.23	5.23	5.23	5.23	5.23	5.23	5.23	5.23	5.23
15	5.16	5.21	5.21	5.21	5.21	5.21	5.21	5.21	5.21	5.21	5.21	5.21	5.21	5.21	5.21	5.21	5.21	5.21	5.21
20	5.15	5.20	5.20	5.20	5.20	5.20	5.20	5.20	5.20	5.20	5.20	5.20	5.20	5.20	5.20	5.20	5.20	5.20	5.20
24	5.14	5.19	5.19	5.19	5.19	5.19	5.19	5.19	5.19	5.19	5.19	5.19	5.19	5.19	5.19	5.19	5.19	5.19	5.19
30	5.13	5.18	5.18	5.18	5.18	5.18	5.18	5.18	5.18	5.18	5.18	5.18	5.18	5.18	5.18	5.18	5.18	5.18	5.18
40	5.12	5.17	5.17	5.17	5.17	5.17	5.17	5.17	5.17	5.17	5.17	5.17	5.17	5.17	5.17	5.17	5.17	5.17	5.17
60	5.11	5.16	5.16	5.16	5.16	5.16	5.16	5.16	5.16	5.16	5.16	5.16	5.16	5.16	5.16	5.16	5.16	5.16	5.16
120	5.10	5.15	5.15	5.15	5.15	5.15	5.15	5.15	5.15	5.15	5.15	5.15	5.15	5.15	5.15	5.15	5.15	5.15	5.15
∞	5.10	5.15	5.15	5.15	5.15	5.15	5.15	5.15	5.15	5.15	5.15	5.15	5.15	5.15	5.15	5.15	5.15	5.15	5.15

Note:  $F_{0.95, v_1, v_2} = 1/F_{0.05, v_2, v_1}$

Table 14-4 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
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

