



**NAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY**

FACULTY OF HEALTH AND APPLIED SCIENCES
DEPARTMENT OF MATHEMATICS

QUALIFICATION: BACHELOR OF SCIENCE HONOURS IN APPLIED MATHEMATICS AND STATISTICS	
PROGRAMME CODE: 08BSHS	LEVEL: 8
COURSE CODE: SQC802S	COURSE NAME: STATISTICAL QUALITY CONTROL
SESSION: NOV 2022	PAPER: THEORY
DURATION: 3 HOURS	MARKS: 100

FIRST OPPORTUNITY EXAMINATION QUESTION PAPER	
EXAMINER	Dr. Jacob Ong'ala
MODERATOR	Prof Sathiya Appunni

INSTRUCTION
1. Answer all the questions 2. Show clearly all the steps in the calculations 3. All written work must be done in blue and black ink

PERMISSIBLE MATERIALS

Non-programmable calculator without cover

THIS QUESTION PAPER CONSISTS OF 7 PAGES (including the front page and attachments)

QUESTION ONE - 25 MARKS

- (a) Suppose that we have a product (produced under 3-sigma) consisting of an assembly of 100 independent components or parts and all 100 of these parts must be non-defective for the product to function satisfactorily. What is the probability that any specific unit of product is non-defective [3 mks]
- (b) Why would a typical automobile company manufacturing particular vehicles with about 100,000 components each use six-sigma instead of five-sigma for assessing their quality performance? [5 mks]
- (c) Consider the Shewhart \bar{x} control chart with two-sigma limits
- (i) Find the probability that a single point falls outside the limits when the process is in control [2 mks]
 - (ii) what sample number will produce an out-of control signal [2 mks]
 - (iii) Calculate the standard deviation of the average run length [2 mks]
- (d) A manufacturer of components for automobile transmissions wants to use control charts to monitor a process producing a shaft. The resulting data from 20 samples of 4 shaft diameters that have been measured are:

$$\sum_{i=1}^{20} \bar{x}_i = 10.275$$

and

$$\sum_{i=1}^{20} R_i = 1.012$$

- (i) Find the control limits that should be used on the \bar{x} and R control charts. [6 mks]
- (ii) Find the probability of detecting a shift of 0.8σ in the first sample if the process is monitored under 3 sigma. [3 mks]
- (iii) What is the expected number of samples that must be taken before the shift is detected [2 mks]

QUESTION TWO - 18 MARKS

- (a) Select one specific product and one service of your choice, and discuss how the eight dimensions of quality impact its overall acceptance by consumers [8 mks]

- (b) Quality and process improvement occurs most effectively on a project-by-project basis. DMAIC is a structured five-step problem-solving procedure that can be used to successfully complete projects by proceeding through and implementing solutions that are designed to solve root causes of quality and process problems, and to establish best practices to ensure that the solutions are permanent and can be replicated in other relevant business operations. Explain the five steps in DMAIC process (stating clearly the goal and activities in each step) [10 mks]

QUESTION THREE - 24 MARKS

A high-voltage power supply should have a nominal output voltage of 350 V. A sample of four units is selected each day and tested for process-control purposes. The data shown in Table 1 give the difference between the observed reading on each unit and the nominal voltage times ten; that is, $x_i = (\text{observed voltage on unit } i - 350)10$.

Table 1: Voltage Data for Question 3.

Sample No.	x_1	x_2	x_3	x_4
1	6	9	10	15
2	10	4	6	11
3	7	8	10	5
4	8	9	6	13
5	9	10	7	13
6	12	11	10	10
7	16	10	8	9
8	7	5	10	4
9	9	7	8	12
10	15	16	10	13
11	8	12	14	16
12	6	13	9	11
13	16	9	13	15
14	7	13	10	12
15	11	7	10	16
16	15	10	11	14
17	9	8	12	10
18	15	7	10	11
19	8	6	9	12
20	13	14	11	15

- (a) Set up \bar{x} and R charts on this process. Is the process in statistical control? [4 mks]
- (b) If specifications are at $350V \pm 0.5V$, what can you say about process capability? [4 mks]

QUESTION FOUR - 21 MARKS

Frozen orange juice concentrate is packed in 6-oz cardboard cans. These cans are formed on a machine by spinning them from cardboard stock and attaching a metal bottom panel. By

inspection of a can, we may determine whether, when filled, it could possibly leak either on the side seam or around the bottom joint. Such a nonconforming can has an improper seal on either the side seam or the bottom panel. The data is shown in the table below

Sample Size $n = 50$

Sample Number	Number of Nonconforming Cans, D_i	Sample Number	Number of Nonconforming Cans, D_i	Sample Number	Number of Nonconforming Cans, D_i	Sample Number	Number of Nonconforming Cans, D_i
1	12	17	10	31	9	44	6
2	15	18	5	32	6	45	5
3	8	19	13	33	12	46	4
4	10	20	11	34	5	47	8
5	4	21	20	35	6	48	5
6	7	22	18	36	4	49	6
7	16	23	24	37	6	50	7
8	9	24	15	38	3	51	5
9	14	25	9	39	7	52	6
10	10	26	12	40	6	53	3
11	5	27	7	41	2	54	5
12	6	28	13	42	4		
13	17	29	9	43	3		
14	12	30	6				
15	22						
16	8						

Figure 1: Number of Defective products from each sample of 50

- Set up a control chart to improve the fraction of nonconforming cans produced by this machine using the first 30 samples [10 mks]
- Assuming the out of control points (15 and 23) are due to new batch of raw materials put into production and a relatively inexperienced operator had been temporarily assigned to the machine respectively, Correct the limits of the control charts with this information. [3 mks]
- Using the new set of data, plot the a fraction nonconforming chart using the adjusted limit. [3 mks]
- based on the graph in (c) above perform a statistical test if the process has shifted? [5 mks]

QUESTION FIVE - 12 MARKS

- State 3 advantages and 2 disadvantages of acceptance sampling [6 mks]
- Describe the following sampling plans
 - single-sampling plan [2 mks]
 - Double-sampling plan [2 mks]
 - Multiple-sampling plan [2 mks]

– END OF QUESTIONS –

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	Uc_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	2.574	
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	2.114	
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	

Figure 2: Factors for calculation of control charts

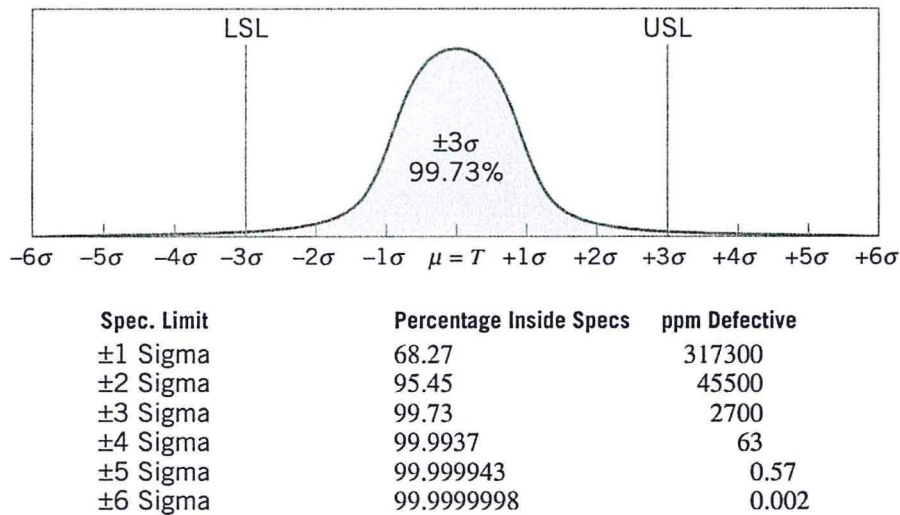
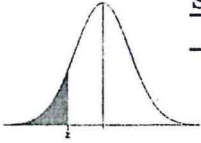


Figure 3: Normal distribution centered at the target (T)



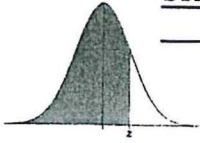
Standard Normal Distribution Tables



STANDARD NORMAL DISTRIBUTION: Table Values Represent AREA to the LEFT of the Z score.

Z	.00	.01	.02	.03	.04	.05	.06	.07	.08	.09
-3.9	.00005	.00005	.00004	.00004	.00004	.00004	.00004	.00004	.00003	.00003
-3.8	.00007	.00007	.00007	.00006	.00006	.00006	.00006	.00005	.00005	.00005
-3.7	.00011	.00010	.00010	.00010	.00009	.00009	.00008	.00008	.00008	.00008
-3.6	.00016	.00015	.00015	.00014	.00014	.00013	.00013	.00012	.00012	.00011
-3.5	.00023	.00022	.00022	.00021	.00020	.00019	.00019	.00018	.00017	.00017
-3.4	.00034	.00032	.00031	.00030	.00029	.00028	.00027	.00026	.00025	.00024
-3.3	.00048	.00047	.00045	.00043	.00042	.00040	.00039	.00038	.00036	.00035
-3.2	.00069	.00066	.00064	.00062	.00060	.00058	.00056	.00054	.00052	.00050
-3.1	.00097	.00094	.00090	.00087	.00084	.00082	.00079	.00076	.00074	.00071
-3.0	.00135	.00131	.00126	.00122	.00118	.00114	.00111	.00107	.00104	.00100
-2.9	.00187	.00181	.00175	.00169	.00164	.00159	.00154	.00149	.00144	.00139
-2.8	.00256	.00248	.00240	.00233	.00226	.00219	.00212	.00205	.00199	.00193
-2.7	.00347	.00336	.00326	.00317	.00307	.00298	.00289	.00280	.00272	.00264
-2.6	.00466	.00453	.00440	.00427	.00415	.00402	.00391	.00379	.00368	.00357
-2.5	.00621	.00604	.00587	.00570	.00554	.00539	.00523	.00508	.00494	.00480
-2.4	.00820	.00798	.00776	.00755	.00734	.00714	.00695	.00676	.00657	.00639
-2.3	.01072	.01044	.01017	.00990	.00964	.00939	.00914	.00889	.00866	.00842
-2.2	.01390	.01355	.01321	.01287	.01255	.01222	.01191	.01160	.01130	.01101
-2.1	.01786	.01743	.01700	.01659	.01618	.01578	.01539	.01500	.01463	.01426
-2.0	.02275	.02222	.02169	.02118	.02068	.02018	.01970	.01923	.01876	.01831
-1.9	.02872	.02807	.02743	.02680	.02619	.02559	.02500	.02442	.02385	.02330
-1.8	.03593	.03515	.03438	.03362	.03288	.03216	.03144	.03074	.03005	.02938
-1.7	.04457	.04363	.04272	.04182	.04093	.04006	.03920	.03836	.03754	.03673
-1.6	.05480	.05370	.05262	.05155	.05050	.04947	.04846	.04746	.04648	.04551
-1.5	.06681	.06552	.06426	.06301	.06178	.06057	.05938	.05821	.05705	.05592
-1.4	.08076	.07927	.07780	.07636	.07493	.07353	.07215	.07078	.06944	.06811
-1.3	.09680	.09510	.09342	.09176	.09012	.08851	.08691	.08534	.08379	.08226
-1.2	.11507	.11314	.11123	.10935	.10749	.10565	.10383	.10204	.10027	.09853
-1.1	.13567	.13350	.13136	.12924	.12714	.12507	.12302	.12100	.11900	.11702
-1.0	.15866	.15625	.15386	.15151	.14917	.14686	.14457	.14231	.14007	.13786
-0.9	.18406	.18141	.17879	.17619	.17361	.17106	.16853	.16602	.16354	.16109
-0.8	.21186	.20897	.20611	.20327	.20045	.19766	.19489	.19215	.18943	.18673
-0.7	.24196	.23885	.23576	.23270	.22965	.22663	.22363	.22065	.21770	.21476
-0.6	.27425	.27093	.26763	.26435	.26109	.25785	.25463	.25143	.24825	.24510
-0.5	.30854	.30503	.30153	.29806	.29460	.29116	.28774	.28434	.28096	.27760
-0.4	.34458	.34090	.33724	.33360	.32997	.32636	.32276	.31918	.31561	.31207
-0.3	.38209	.37828	.37448	.37070	.36693	.36317	.35942	.35569	.35197	.34827
-0.2	.42074	.41683	.41294	.40905	.40517	.40129	.39743	.39358	.38974	.38591
-0.1	.46017	.45620	.45224	.44828	.44433	.44038	.43644	.43251	.42858	.42465
-0.0	.50000	.49601	.49202	.48803	.48405	.48006	.47608	.47210	.46812	.46414

STANDARD NORMAL DISTRIBUTION: Table Values Represent AREA to the LEFT of the Z score.



Z	.00	.01	.02	.03	.04	.05	.06	.07	.08	.09
0.0	.50000	.50399	.50798	.51197	.51595	.51994	.52392	.52790	.53188	.53586
0.1	.53983	.54380	.54776	.55172	.55567	.55962	.56356	.56749	.57142	.57535
0.2	.57926	.58317	.58706	.59095	.59483	.59871	.60257	.60642	.61026	.61409
0.3	.61791	.62172	.62552	.62930	.63307	.63683	.64058	.64431	.64803	.65173
0.4	.65542	.65910	.66276	.66640	.67003	.67364	.67724	.68082	.68439	.68793
0.5	.69146	.69497	.69847	.70194	.70540	.70884	.71226	.71566	.71904	.72240
0.6	.72575	.72907	.73237	.73565	.73891	.74215	.74537	.74857	.75175	.75490
0.7	.75804	.76115	.76424	.76730	.77035	.77337	.77637	.77935	.78230	.78524
0.8	.78814	.79103	.79389	.79673	.79955	.80234	.80511	.80785	.81057	.81327
0.9	.81594	.81859	.82121	.82381	.82639	.82894	.83147	.83398	.83646	.83891
1.0	.84134	.84375	.84614	.84849	.85083	.85314	.85543	.85769	.85993	.86214
1.1	.86433	.86650	.86864	.87076	.87286	.87493	.87698	.87900	.88100	.88298
1.2	.88493	.88686	.88877	.89065	.89251	.89435	.89617	.89796	.89973	.90147
1.3	.90320	.90490	.90658	.90824	.90988	.91149	.91309	.91466	.91621	.91774
1.4	.91924	.92073	.92220	.92364	.92507	.92647	.92785	.92922	.93056	.93189
1.5	.93319	.93448	.93574	.93699	.93822	.93943	.94062	.94179	.94295	.94408
1.6	.94520	.94630	.94738	.94845	.94950	.95053	.95154	.95254	.95352	.95449
1.7	.95543	.95637	.95728	.95818	.95907	.95994	.96080	.96164	.96246	.96327
1.8	.96407	.96485	.96562	.96638	.96712	.96784	.96856	.96926	.96995	.97062
1.9	.97128	.97193	.97257	.97320	.97381	.97441	.97500	.97558	.97615	.97670
2.0	.97725	.97778	.97831	.97882	.97932	.97982	.98030	.98077	.98124	.98169
2.1	.98214	.98257	.98300	.98341	.98382	.98422	.98461	.98500	.98537	.98574
2.2	.98610	.98645	.98679	.98713	.98745	.98778	.98809	.98840	.98870	.98899
2.3	.98928	.98956	.98983	.99010	.99036	.99061	.99086	.99111	.99134	.99158
2.4	.99180	.99202	.99224	.99245	.99266	.99286	.99305	.99324	.99343	.99361
2.5	.99379	.99396	.99413	.99430	.99446	.99461	.99477	.99492	.99506	.99520
2.6	.99534	.99547	.99560	.99573	.99585	.99598	.99609	.99621	.99632	.99643
2.7	.99653	.99664	.99674	.99683	.99693	.99702	.99711	.99720	.99728	.99736
2.8	.99744	.99752	.99760	.99767	.99774	.99781	.99788	.99795	.99801	.99807
2.9	.99813	.99819	.99825	.99831	.99836	.99841	.99846	.99851	.99856	.99861
3.0	.99865	.99869	.99874	.99878	.99882	.99886	.99889	.99893	.99896	.99900
3.1	.99903	.99906	.99910	.99913	.99916	.99918	.99921	.99924	.99926	.99929
3.2	.99931	.99934	.99936	.99938	.99940	.99942	.99944	.99946	.99948	.99950
3.3	.99952	.99953	.99955	.99957	.99958	.99960	.99961	.99962	.99964	.99965
3.4	.99966	.99968	.99969	.99970	.99971	.99972	.99973	.99974	.99975	.99976
3.5	.99977	.99978	.99978	.99979	.99980	.99981	.99981	.99982	.99983	.99983
3.6	.99984	.99985	.99985	.99986	.99986	.99987	.99987	.99988	.99988	.99989
3.7	.99989	.99990	.99990	.99990	.99991	.99991	.99992	.99992	.99992	.99992
3.8	.99993	.99993	.99993	.99994	.99994	.99994	.99994	.99995	.99995	.99995
3.9	.99995	.99995	.99996	.99996	.99996	.99996	.99996	.99996	.99997	.99997