

Paper 303-2007

Visualizing the Voice of Your Process: An Introduction to SAS/QC® for Statistical Novices

Robert Rodriguez, SAS Institute Inc.

ABSTRACT

This presentation answers the question “How can I use SAS/QC® in my organization?” for those who are unfamiliar with statistical quality improvement and SAS/QC software. Examples from manufacturing, direct marketing, banking call centers, and managed health care will demonstrate how you can improve products and customer satisfaction by analyzing data and creating graphical displays that help you communicate and reduce variability in processes. The presentation will explain the basic concepts of statistical process control and designed experiments, and it will provide tips for getting started with SAS/QC.

No paper was submitted for publication.

CONTACT INFORMATION

Robert Rodriguez
SAS Institute Inc.
Bob.Rodriguez@sas.com

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