Glossary

Quality control: is a systematic process of maintaining and managing various factors that affect the quality of the product

Quality improvement (QI): is the reduction of variability in processes and products

Statistical Process Control (SPC) :SPC is application of Statistical techniques to determine whether a process is functioning as desired. Control chart is one of the primary techniques of SPC which helps to discover the unusual sources of variation present in the process.

Specification Limits: The specification limits are generally set for individual measurements.

Probability Limits: If the control limits are such that the probability of getting a point beyond the control limits (when random causes are operating) is 0.001 each, then they are called probability limits.

Attributes: Characteristics that are measured as either "acceptable" or "not acceptable"; “conforms to specification” or “do not conform to specifications”; “go” or “no go” - thus have only discrete, binary, or integer values.

Variables: Characteristics those are measurable in numerical measurements on a continuous scale. e.g., Height, weight, diameter, kilogram, liter, temperature, volume…etc.

Chance Variation: Variation that is random in nature. This type of variation cannot be completely eliminated unless there is a major change in the equipment or material used in the process.

Assignable Variation: Variation that is not random. It can be eliminated or reduced by investigating the problem and finding the cause(s).