

Hi,

Sometimes customers ask which capability index (i.e. Cpk value) they should have as a minimum requirement in their organisation when they start using statistical process control (SPC).

Since the introduction of SPC often entails a significant mental shift for machine operators, my view is that on commencement it is much more important to start off using the tool correctly, than to get hung up on a specific capability index.

The first and greatest benefit of using SPC is the fact that quality almost invariably increases dramatically *at the same time* as the machine operator will also invariably measure their process more rarely. Yes, you read that right! Quality increases and labour input decreases!

I have even been involved in cases where quality, despite SPC, did not reach the minimum value required (in this case $Cpk > 1.33$), but it was still so good that the following process operation worked without any disruptions. Which it did not do before, I may add! ☺

But if at the start you focus too much on the capability index, there is a risk that the tool will be used incorrectly, which means that the capability index will still not show the true value.

You can read more about the impact of SPC [here](#).

Regards,
[Michael Nielsen](#)

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