

Hi,

A reader became curious about the process named in the previous newsletter. Read it in PDF format [here](#).

It was about an assembly line that stopped from time to time because one of the components either had not been pushed in properly or had been too loose.

Among other things, this resulted in:

- * Scrap - where not only the assembled part but also all the integral components had to be discarded.
- * Reduced sales revenue.
- * All the integral items were greatly overproduced because it was known that some of them would be discarded.
- * Production losses at each stoppage.
- * Significant irritation of staff.

The above was completely normal. Everyone knew it was like this, it had always been like this, and would always be like this. It was all part of the routine.

One proposed solution was to measure all integral parts. Those outside the tolerance specifications would be discarded. But would this really solve the root cause of the problem? No.

Instead, statistical process control started to be used when manufacturing the components. The capability of the most malfunctioning item proved to be Cpk 0.6 but after some simple measures its Cpk became 0.95. This was still not acceptable but good enough for the assembly line to function without stoppages.

Read more about Cp and Cpk [here](#).

Regards,

[Michael Nielsen](#)

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