

Hi,

Two readers commented on the previous newsletter on process capability in an assembly process. The comments were about choosing to continue production despite the capability index not yet being at an acceptable level. Read the newsletter in PDF format [here](#).

So: Why did they continue production despite below par capability?

Well... For a long time, they had been unwittingly producing with low capability. This doesn't get worse just because one suddenly realises the fact.

On the contrary. Capability increased significantly just by starting to control the process at the right time and for the right reasons. This is where the control limits help the operator and since they follow the process, at each step the machine operator could see which measures affected that step.

This shows that:

- It is always better to use statistical process control than not to use it.
- A process with low capability can be said to be in an even greater need of control.
- It is not the property's tolerance, but the process that determines the quality.

Look at it this way: The customer, in this case an assembly process, went from being a complaining customer to a satisfied customer.

Regards,

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