



**UNIVERSITI KUALA LUMPUR  
MALAYSIAN INSTITUTE OF INDUSTRIAL TECHNOLOGY**

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**FINAL EXAMINATION  
JANUARY 2016 SEMESTER**

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**COURSE CODE : JQB 20503**  
**COURSE TITLE : STATISTICAL QUALITY CONTROL**  
**PROGRAMME LEVEL : BACHELOR**  
**DATE : 18 MAY 2016**  
**TIME : 2.30 PM – 5.30 PM**  
**DURATION : 3 HOURS**

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**INSTRUCTIONS TO CANDIDATES**

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- 1. Please read the instructions given in the question paper CAREFULLY.**
  - 2. This question paper is printed on both sides of the paper.**
  - 3. This question paper consists of ONE (1) sections, Section A**
  - 4. Answer FOUR (4) questions from FIVE (5) questions.**
  - 5. Please write your answers on the answer booklet provided.**
  - 6. Table and formula are enclosed as reference.**
  - 7. Please answer all questions in English only.**
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**THERE ARE 4 PAGES OF QUESTIONS EXCLUDING THIS PAGE.**

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**SECTION A (Total: 100 marks)****INSTRUCTION: Choose FOUR (4) questions only.****Please use the answer booklet provided.****Question 1**

- (a) Variation exists in all process around us and may be very small. Explain the source of variation.

(6 marks)

- (b) ABC Toothpaste Company makes tubes of toothpaste. The product is produced and then pumped into tubes and capped. The weight per tube A and B are;

Table 1: Weight tube A and tube B

Tube A	Tube B
5.7	6.3
5.8	5.8
6.2	5.7
6.0	5.5
5.7	5.7
6.0	5.8
6.1	6.1

With reference table above;

- i. Calculate the sample standard deviation for tube A and B
- (8 marks)
- ii. Decide which tube are have better weight?
- (2 marks)
- (c) In production, the target thickness of a metal layer is 453 and the standard deviation is 14.34. Production is to be controlled by taking samples of size 5 every 3 three hours and measuring the thickness of metal layer. Computethe basic control chart.
- (9 marks)

## Question 2

- (a) A process is considered to be out of control if one or more points fall beyond a control limit and control chart has exhibited a non-random. Explain and give example of **THREE (3)** non-random pattern.

(9 marks)

- (b) Control charts for  $\bar{x}$  and  $s$  are maintained on a quality characteristic. The number of observations  $n = 9$ . After 30 samples, the data

$$\sum_{i=1}^{30} \bar{x}_i = 12870 \text{ and } \sum_{i=1}^{30} s_i = 410$$

Calculate the control chart for X-bar and S chart

(10 marks)

- (c) Specification of a new assembly call for weights between 32 and 33 pounds. The assembly is made using a process that has a mean of 32.6 pounds with a population standard deviation of 0.22 pounds. The process population is normally distributed. Determine the process is capable or not.

(6 marks)

## Question 3

- (a) Explain meaning of producer's risk ( $\alpha$ ) and consumer's risk ( $\beta$ )?

(4 marks)

- (b) Operating characteristic (OC) curve it is graph of the % defective in a lot or batch vs the probability the sampling plan will accept the lot. Describe the **THREE (3)** properties of OC curves.

(6 marks)

- (c) Panasonic manufactures fuses for many customers. To ensure the quality of the outgoing product, they test 10 fuses each hour. If no more than three fuse is defective, they package the fuses and prepare them for shipment. Compute the probabilities of accepting lots that are 10% and 30%.

(8 marks)

- (d) Single sampling based on MIL STD 105E standard with general inspection level – III, Average Quality Level (AQL) 10% and lot size 3000 is being used during acceptance inspection. Assuming that general inspection II is appropriate. Create the acceptance sampling plan based on normal, tightened and reduced inspection.

(7 marks)

**Question 4**

A quality control inspector at Synergy Plus Metal Company has taken 25 samples with four observations.

Table 2: Data Measurement

Subgroup	Measurement				Average	Range
	X1	X2	X3	X4		
1	35	40	32	37	36	8
2	37	46	36	41	40	10
3	34	40	34	36	36	6
4	69	64	68	59	65	10
5	38	34	44	40	39	10
6	42	41	43	34	40	9
7	44	41	41	46	43	5
8	33	41	38	36	37	8
9	48	44	47	45	46	4
10	47	43	36	42	42	11
11	38	41	39	38	39	3
12	37	37	41	37	38	4
13	40	38	47	35	40	12
14	38	39	45	42	41	7
15	50	42	43	45	45	8

With reference data above

- (a) Calculate the value of  $\bar{\bar{x}}$ , and  $\bar{R}$

(4 marks)

- (b) Compute the control limit for X-bar and R chart  
(6 marks)
- (c) Construct the X-bar and R chart. (Using graph paper)  
(12 marks)
- (d) Determine whether the process is in control or out of control.  
(3 marks)

**Question 5**

ABC Company is setting up a control chart to monitor the proportion of residential moves that result in written complaints due to late delivery, lost items or damaged items. A sample of 50 moves is selected for each of the last 12 months. The number of written complaints in each sample is 8, 7, 4, 8, 2, 7, 11, 6, 7, 6, 8, and 12.

- (a) Determine the suitable control chart to monitor the complaints  
(3 marks)
- (b) Find and construct the control limit for monitor the complaints. (Use graph paper)  
(14 marks)
- (c) Suppose that the next 4 samples selected had 6, 3, 15, and 17 the number of complaints, evaluate the decision of the sample.  
(8 marks)

**END OF EXAMINATION PAPER**

**Appendix A:**

<b>Mean</b>	$\bar{x} = \frac{\sum x_i}{n}$
<b>Standard Deviation</b>	$s = \sqrt{\frac{\sum (x_i - \bar{x})^2}{n-1}}$
<b>Median</b>	$Median = \frac{n+1}{2}th$
<b>First Quartile</b>	$Q_1 = \frac{(n+1)}{4}th$
<b>Third Quartile</b>	$Q_3 = \frac{3(n+1)}{4}th$
<b>Range</b>	<b>Max – Min</b>
<b>InterQuartile Range</b>	<b>Quartile 3- Quartile 1</b>
<b>General Model for Control Chart</b>	
$UCL = \mu_w + k \sigma_w$ $CL = \mu_w$ $LCL = \mu_w - k \sigma_w$ $k = distance$ $\sigma_w = \frac{\sigma}{\sqrt{n}}$	
<b>Variable Data :</b>	
<b>X-bar Chart</b>	<b>R Chart</b>
$UCL = \bar{\bar{x}} + A_2 \bar{R}$	$UCL = \bar{R} D_4$
$CL = \bar{\bar{x}}$	$CL = \bar{R}$
$LCL = \bar{\bar{x}} - A_2 \bar{R}$	$LCL = \bar{R} D_3$
<b>X-bar Chart</b>	<b>S Chart</b>
$UCL = \bar{\bar{x}} + A_3 \bar{s}$	$UCL = B_4 \bar{s}$
$CL = \bar{\bar{x}}$	$CL = \bar{s}$
$LCL = \bar{\bar{x}} - A_3 \bar{s}$	$LCL = B_3 \bar{s}$

**X Chart**

$$UCL = \bar{X} + \frac{3 \bar{M} \bar{R}}{d_2}$$

$$CL = \bar{X} = \frac{\sum_{i=1}^m X_i}{m}$$

$$LCL = \bar{X} - \frac{3 \bar{M} \bar{R}}{d_2}$$

**MR Chart**

$$UCL = D_4 \bar{M} \bar{R}$$

$$CL = \bar{M} \bar{R} = \frac{\sum_{i=2}^m MR_i}{m-1}$$

$$LCL = D_3 \bar{M} \bar{R}$$

**Standard Deviation**

$$\sigma = \frac{\bar{R}}{d_2}$$

**Capability**

$$C_p = \frac{USL - LSL}{6\sigma}$$

$$C_{pk} = \min\left[\frac{USL - \bar{X}}{3\sigma}, \frac{\bar{X} - LSL}{3\sigma}\right]$$

**Attribute chart:****P Chart**

$$UCL = \bar{p} + 3\sqrt{\frac{\bar{p}(1-\bar{p})}{n}}$$

$$CL = \bar{p}$$

$$LCL = \bar{p} - 3\sqrt{\frac{\bar{p}(1-\bar{p})}{n}}$$

**Np Chart**

$$UCL = \bar{N} + 3\sqrt{\bar{N}\left(1 - \frac{\bar{N}}{n}\right)}$$

$$CL = \bar{N}$$

$$LCL = \bar{N} - 3\sqrt{\bar{N}\left(1 - \frac{\bar{N}}{n}\right)}$$

**C Chart**

$$UCL = \bar{c} + 3\sqrt{\bar{c}}$$

$$CL = \bar{c}$$

$$LCL = \bar{c} - 3\sqrt{\bar{c}}$$

**U Chart**

$$UCL = \bar{U} + 3\sqrt{\frac{\bar{U}}{n}}$$

$$CL = \bar{U}$$

$$LCL = \bar{U} - 3\sqrt{\frac{\bar{U}}{n}}$$

## Appendix B

Factors for Constructing Variables Control Charts

Observations in Sample, <i>n</i>	Chart for Averages					Chart for Standard Deviations				Chart for Ranges						
	Factors for Control Limits			Factors for Center Line		Factors for Control Limits				Factors for Center Line		Factors for Control Limits				
	<i>A</i>	<i>A</i> <sub>2</sub>	<i>A</i> <sub>3</sub>	<i>c</i> <sub>4</sub>	<i>Uc</i> <sub>4</sub>	<i>B</i> <sub>3</sub>	<i>B</i> <sub>4</sub>	<i>B</i> <sub>5</sub>	<i>B</i> <sub>6</sub>	<i>d</i> <sub>1</sub>	<i>Ud</i> <sub>2</sub>	<i>d</i> <sub>3</sub>	<i>D</i> <sub>1</sub>	<i>D</i> <sub>2</sub>	<i>D</i> <sub>3</sub>	<i>D</i> <sub>4</sub>
2	2.121	1.880	2.659	0.7979	1.2533	0	3.267	0	2.606	1.128	0.8865	0.853	0	3.686	0	3.267
3	1.732	1.023	1.954	0.8862	1.1284	0	2.568	0	2.276	1.693	0.5907	0.868	0	4.358	0	2.574
4	1.500	0.729	1.628	0.9213	1.0854	0	2.266	0	2.038	2.059	0.4857	0.880	0	4.698	0	2.282
5	1.342	0.577	1.427	0.9400	1.0638	0	2.089	0	1.964	2.326	0.4299	0.864	0	4.918	0	2.114
6	1.225	0.483	1.287	0.9515	1.0510	0.030	1.970	0.029	1.874	2.534	0.3946	0.848	0	5.078	0	2.004
7	1.134	0.419	1.182	0.9594	1.0423	0.118	1.882	0.113	1.806	2.704	0.3698	0.833	0.204	5.204	0.076	1.924
8	1.061	0.373	1.099	0.9650	1.0363	0.185	1.815	0.179	1.751	2.847	0.3512	0.820	0.388	5.306	0.136	1.864
9	1.000	0.337	1.032	0.9693	1.0317	0.239	1.761	0.232	1.707	2.970	0.3367	0.808	0.547	5.393	0.184	1.816
10	0.949	0.308	0.975	0.9727	1.0281	0.284	1.716	0.276	1.669	3.078	0.3249	0.797	0.687	5.469	0.223	1.777
11	0.905	0.285	0.927	0.9754	1.0252	0.321	1.679	0.313	1.637	3.173	0.3152	0.787	0.811	5.535	0.256	1.744
12	0.866	0.266	0.886	0.9776	1.0229	0.354	1.646	0.346	1.610	3.258	0.3069	0.778	0.922	5.594	0.283	1.717
13	0.832	0.249	0.850	0.9794	1.0210	0.382	1.618	0.374	1.585	3.336	0.2998	0.770	1.025	5.647	0.307	1.693
14	0.802	0.235	0.817	0.9810	1.0194	0.406	1.594	0.399	1.563	3.407	0.2935	0.763	1.118	5.696	0.328	1.672
15	0.775	0.223	0.789	0.9823	1.0180	0.428	1.572	0.421	1.544	3.472	0.2880	0.756	1.203	5.741	0.347	1.653
16	0.750	0.212	0.763	0.9835	1.0168	0.448	1.552	0.440	1.526	3.532	0.2831	0.750	1.282	5.782	0.363	1.637
17	0.728	0.203	0.739	0.9845	1.0157	0.466	1.534	0.458	1.511	3.588	0.2787	0.744	1.356	5.820	0.378	1.622
18	0.707	0.194	0.718	0.9854	1.0148	0.482	1.518	0.475	1.496	3.640	0.2747	0.739	1.424	5.856	0.391	1.608
19	0.688	0.187	0.698	0.9862	1.0140	0.497	1.503	0.490	1.483	3.689	0.2711	0.734	1.487	5.891	0.403	1.597
20	0.671	0.180	0.680	0.9869	1.0133	0.510	1.490	0.504	1.470	3.735	0.2677	0.729	1.549	5.921	0.415	1.585
21	0.655	0.173	0.663	0.9876	1.0126	0.523	1.477	0.516	1.459	3.778	0.2647	0.724	1.605	5.951	0.425	1.575
22	0.640	0.167	0.647	0.9882	1.0119	0.534	1.466	0.528	1.448	3.819	0.2618	0.720	1.659	5.979	0.434	1.566
23	0.626	0.162	0.633	0.9887	1.0114	0.545	1.455	0.539	1.438	3.858	0.2592	0.716	1.710	6.006	0.443	1.557
24	0.612	0.157	0.619	0.9892	1.0109	0.555	1.445	0.549	1.429	3.895	0.2567	0.712	1.759	6.031	0.451	1.548
25	0.600	0.153	0.606	0.9896	1.0105	0.565	1.435	0.559	1.420	3.931	0.2544	0.708	1.806	6.056	0.459	1.541





# Appendix E

Master Table for Tightened Inspection—Single-Sampling (U.S. Dept. of Defense MIL STD 105E, Table H-B)

Sample Size Code Letter	Sample Size	Acceptable Quality Levels (tightened inspection)																									
		0.010	0.015	0.025	0.040	0.065	0.10	0.15	0.25	0.40	0.65	1.0	1.5	2.5	4.0	6.5	10	15	25	40	65	100	150	250	400	650	1000
		Ac Re	Ac Re	Ac Re	Ac Re	Ac Re	Ac Re	Ac Re	Ac Re	Ac Re	Ac Re	Ac Re	Ac Re	Ac Re	Ac Re	Ac Re	Ac Re	Ac Re	Ac Re	Ac Re	Ac Re	Ac Re	Ac Re	Ac Re	Ac Re	Ac Re	Ac Re
A	2	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓
B	3	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓
C	5	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓
D	8	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓
E	13	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓
F	20	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓
G	32	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓
H	50	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓
J	80	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓
K	125	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓
L	200	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓
M	315	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓
N	500	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓
P	800	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓
Q	1250	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓
R	2000	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓
S	3150	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓

- ↓ = Use first sampling plan below arrow. If sample size equals, or exceeds, lot or batch size, do 100% inspection.
- ↑ = Use first sampling plan above arrow.
- Ac = Acceptance number.
- Re = Rejection number.

# Appendix F

Master Table for Reduced Inspection—Single-Sampling (U.S. Dept. of Defense MIL STD 105E, Table II-C)

Sample Size Code Letter	Sample Size	Acceptable Quality Levels (reduced inspection)																									
		0.010	0.015	0.025	0.040	0.065	0.10	0.15	0.25	0.40	0.65	1.0	1.5	2.5	4.0	6.5	10	15	25	40	65	100	150	250	400	650	1000
		Ac Re	Ac Re	Ac Re	Ac Re	Ac Re	Ac Re	Ac Re	Ac Re	Ac Re	Ac Re	Ac Re	Ac Re	Ac Re	Ac Re	Ac Re	Ac Re	Ac Re	Ac Re	Ac Re	Ac Re	Ac Re	Ac Re	Ac Re	Ac Re	Ac Re	Ac Re
A	2	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓
B	3	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓
C	5	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓
D	8	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓
E	13	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓
F	20	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓
G	32	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓
H	50	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓
J	80	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓
K	125	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓
L	200	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓
M	315	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓
N	500	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓
P	800	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓
Q	1250	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓
R	2000	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓	↓

- ↓ = Use first sampling plan below arrow. If sample size equals, or exceeds, lot or batch size, do 100% inspection.
- ↑ = Use first sampling plan above arrow.
- Ac = Acceptance number.
- Re = Rejection number.
- † = If the acceptance number has been exceeded, but the rejection number has not been reached, accept the lot, but reinstate normal inspection.