



Understanding process capability

Ian Rooney

Ian Rooney, a qualified teacher and educator, has been sales manager and a trainer for PQ Systems Pty Ltd, Australia, since early 1997. Ian has a strong background in adult education and regularly presents at PQ seminars in various aspects of statistical process control as well as functional training for PQ software. He is a gifted teacher who can break complex topics into understandable segments and communicate them to people at all levels.

Ian had held positions as secondary school teacher and deputy headmaster of a private school in Sydney before joining the Australian Public Service as a staff development officer, consulting and training. In addition, he conducted training needs analyses and designed training courses that included customer service topics, operational procedures, and train-the-trainer courses, and administered a government-sponsored employment program to train and monitor participants in job skills development. He applied principles of total quality management to government procedures.

After joining a computer education firm in the 1980s, Ian conducted seminars and led training in the use of personal computers and business applications software in a variety of industries. In recent years, he has been a member of the management team at a private golf club on the Morningside Peninsula, responsible for improving the standard of hospitality services offered by the club. By utilizing the principles of statistical process control, Ian was able to accurately monitor service standards, revenue levels and other key performance indicators with consequent improvements in profit levels.

Since joining PQ Systems, Ian has pursued extensive formal training in quality management and statistical process control. He regularly helps people use PQ software and conducts training in its use. Ian's approach to training is practical and down to earth, reflecting his belief that people learn best when they can relate theory to what they experience in the real world.

Webinar Overview

These two 75-minute webinars will teach you how to create and interpret variables control charts and unravel the mysteries that surround process capability and performance indexes. The webinars will answer these questions and more:

- How is Cpk calculated?
- What can I do to improve Cpk?
- How can I have a "good" Cpk number yet have a product out of spec?
- What is the difference between Cpk and Ppk?
- How do I calculate Cpk with only one specification?
- What are Cp and Pp and how are they calculated?
- How should non-normal distributions be handled for capability analysis?

Who Should Attend

Anyone who will be using SPC methods or interpreting the results should attend these webinars.

Webinar Contents

Day 1:

- What is capability analysis?
- Control charts and capability analysis
- Control chart review
- Process control vs. process capability
- Purpose of a capability study
- Types of capability studies
- Types of capability indices
- Mathematical definitions

Day 2:

- When to use a capability study
- How capability analysis is performed
- Interpreting study results
- Capability analysis with non-normal data

Date and Time

Australia residents:
4 & 5 May
10:30 am - 11:45 am
(Eastern Standard Time)

Singapore, Malaysia, Indonesia, Thailand, and China residents:
11 & 12 May
10:00 am - 11:15 am
(Singapore Time)

India residents:
13 & 14 May
10:00 am - 11:15 am
(Indian Standard Time)

Cost

\$199 plus GST for both days

"A very unbiased and professional presentation."

*Lee Allen, PhD
Procter & Gamble Pharmaceuticals*

Registration Form

Name _____
Organization _____
Address _____
City/State/Postcode _____
Phone (____) _____
Fax (____) _____
Email _____

P: (03) 9770 1960 F: (03) 9770 1995
www.pqsystems.com.au

Webinar Date(s) _____
 Call me about other training needs.
 P.O.# _____
 Cheque (Payable to PQ Systems Pty Ltd)
 Visa, MC (Please call)

Prices and dates are subject to change without notice.

Cancellation Information All payments must be received before the start of the webinar. Cancellations will be accepted up to two days prior to the webinar. No cancellations will be accepted after this time. Substitutions can be made at any time. Registration is limited.