Small Group Exercise

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SPC Trending Primer/ Two Day Training

Exercise Description

- You are the owner of a new business

- All sales and payments are recorded by computer

- What performance indicators would you choose to monitor to achieve a success?

- We will split into 4 groups

Your Business

- **Group 1 – Automobile Repair Garage**

- **Group 2 – Restaurant**

- **Group 3 – Dry Cleaners**

- **Group 4 – Department of Motor Vehicles**

You have all likely had some experience as a customer of these sorts of businesses.

Debrief

- **What indicators did you choose?**

- **Why?**

- **What actions would you take if one developed an adverse trend?**

Preview for Tomorrow

- **Tomorrow morning we will make control charts, Pareto Charts and Histograms, and perform data searches and sorts. If you do not have access to a laptop, I will provide graph paper**

- **Tomorrow afternoon will include the Red Pen Blue Pen Exercise, the Life Cycle of a Trend, Dashboards, and Leadership.**