



# Working with Statistical Process Control

**November 9 - 10 and November 23 - 24, 2026 (8:30am – 12:30pm)**

## **Overview:**

The key to improving process performance is the ability to understand, control and reduce variation. In this workshop, participants will learn how the monitoring and analysis tools of SPC can be used to achieve that goal. Going beyond the mere mechanics of SPC, this workshop will also guide participants through the steps needed to define a process and determine proper measurement techniques so that the right control chart is used in the right place at the right time. This workshop will be presented in 4, half day, instructor-led, online training sessions.

## **How You Will Benefit:**

Upon completion of this course, participants will be able to:

- *Understand the role of SPC in the quality improvement process.*
- *Identify key process and product characteristics.*
- *Establish key characteristics for process monitoring.*
- *Distinguish between variable and attribute data.*
- *Create a meaningful data collection plan.*
- *Use statistics to separate common and assignable causes of variation.*
- *Decide when a particular SPC tool is appropriate to use.*
- *Collect data for that tool and convert the data into charts.*
- *Interpret patterns and signals on the charts.*
- *Perform a process capability study.*
- *Use Excel for basic statistical analysis and capability studies.*

## **Who Should Attend:**

Individuals and teams requiring a thorough understanding of the philosophy and tools of Statistical Process Control (SPC) in order to plan and implement successful SPC efforts their workplace.

## **Course Prerequisites:**

There are no prerequisites for this course.

**Instructor Bio:** [Bethany Quillinan](#)

## **Course Fees**

Your cost for this instructor-led, on-line training workshop, including a comprehensive digital workbook and handouts is \$625.00 per person .

**For more information or to reserve your place, please contact ETI Group**

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