



P-Glossary



Statistical process control (SPC)

Statistical process control (SPC) is the application of statistical tools to analyze a business process. Often SPC refers to seven analytical tools, referred to as 7QC tools:

Fishbone diagram (Ishikawa or cause-and-effect diagram)

Checklist

Control chart

Flowchart

Histogram

Pareto diagram

Scatter diagram

The literature on 7QC tools is inconsistent in its listing of the seven tools. Some list run charts, others include stratification. This inconsistency is not important; the real issue is that one should use the appropriate tools.
