

Quality Conference of the Carolinas

Abstract Being right, Being credible

We all use data to make decisions. In the area quality, we frequently convert data into statistics. From these statistics we make our decisions. The quality of those decisions is no better than the quality of our statistics.

All statistics are subject to error that comes from the measurement system and the sampling. Both these errors can be controlled and at a minimum must be understood and recognized.

This source of error from sampling will be examined as it relates to several popular statistics: Average, proportion, GR&R and Cpk.

Biography Mark L. Crossley

Mark Crossley's professional and academic credentials include a Bachelor's degree in Chemistry/Mathematics and a Master of Science in Quality Assurance from California State University. He is the author of one of the ASQ's best sellers, The Desk Reference of Statistical Quality Methods, currently in its 2nd edition.

Mark is certified by the American Society for Quality as a Certified Six Sigma Black Belt (CSSBB), A Certified Quality Engineer (CQE), a Certified Reliability Engineer (CRE), a Certified Quality Manager (CMQ/OE), Certified Quality Auditor (CQA) and is a Six Sigma Master Blackbelt.

He was twice the recipient of the ASQ's Faculty Excellence award for the highest rated National ASQ instructor.

His interests include photography and backpacking. He has been an international quality consultant for the past 30 years and specializes in applied statistical methods for quality improvement.