SLOVENSKI PREDSTANDARD

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Statistike delovanja in sposobnosti procesa za merjene karakteristike kakovosti

Statistical methods - Process performance and capability statistics for measured quality characteristics

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Statistical methods — Process performance and capability statistics for measured quality characteristics

Méthodes statistiques — Performances de processus et statistiques d'aptitude pour les caractéristiques de qualité mesurées

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Foreword

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The main task of technical committees is to prepare International Standards. Draft International Standards adopted by the technical committees are circulated to the member bodies for voting. Publication as an International Standard requires approval by at least 75 % of the member bodies casting a vote.

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ISO 21747 was prepared by Technical Committee ISO/TC 69, *Application of Statistical Methods*, Subcommittee SC 4, *Application of Statistical Methods and Process Management*.

Introduction

Many standards have been created concerning the quality capability/performance of processes by international, regional and national standardization bodies and also by industry. However, all of them assume that the process is in a state of statistical control, with stationary, normal processes behaviour. However, a comprehensive analysis of production processes shows that it is very rare for processes to remain in a normally distributed, stationary state. In recognition of this fact, this International Standard provides a framework for estimating the quality capability/performance of industrial processes for an array of standard processes. These standard processes are categorized by the stability of the first and second distributional moments, as to whether they are constant, change systematically, or randomly. As such, the quality capability/performance can be assessed for very differently shaped distributions with respect to time.