



# OPSCB/574 Competency 1 Assessment and Rubric

**Course Title:** Creating Value Through Operations

**Competency Assessment Title:** Statistical Process Control Methods

**Total Number of Points:** 100

## Assignment Directions

### Step 1: Process Evaluation

**Create** a new Word doc for the elements of this assignment.

**Evaluate** your process using 1 of the following:

- Use the lean concept to find ways to eliminate waste and improve the process.
- Use SPC or Six Sigma to reduce defects or variances in the process.

Add your evaluation to your Word doc with the header "Process Evaluation."

### Step 2: Evaluation of Control Chart and Process Metrics

**Complete** the following in Excel:

- Calculate the defined process metrics including variation and process capability.
- Develop and display a control chart for the process.
- Evaluate the control chart and process metrics using Statistical Process Control (SPC) methods. Determine whether the process could benefit from the use of Six Sigma, Lean, or other tools. (Include all calculation and charts.)

**Write** your evaluation in your assignment Word doc under the header "Evaluation of Control Chart and Process Metrics."

**Step 3: Executive Summary**

**Write** a 700-word executive summary that includes the following:

- A summary of the Process Evaluation (using either Lean or SPC or Six Sigma)
- A summary of the Evaluation of Control Chart and Process metrics based on SPC methods
- A summary of your evaluation of whether the process would benefit from the use of Six Sigma, Lean, or other tools
- A description of the SPC project and recommendations for improvements

**Add** your summary to your Word doc with the header, "Executive Summary."

## Competency Assessment Rubric

Assignment/Performance Criteria	Mastery 100%	Meets Expectations 85%	Not Met 0%
1. Evaluation of the process (weight 20%)	Thoroughly evaluated the process.	Partially evaluated the process.	Narrowly evaluated the process or did not submit evaluation of process.
2. Evaluation of the control chart and process metrics using the statistical process control methods (weight 20%)	Thoroughly evaluated the control chart and process metrics using statistical process control methods.	Partially evaluated the control chart and process metrics using statistical process control methods.	Narrowly evaluated the control chart and process metrics using statistical process control methods or did not submit evaluation of the control chart and process metrics using statistical process control methods.
3. Process evaluation summary (weight 10%)	Thoroughly developed a summary of the process evaluation.	Partially developed a summary of the process evaluation.	Narrowly developed a summary of the process evaluation or did not submit a summary of the process evaluation.
4. Summary of control chart and process metrics based on SPC methods (weight 10%)	Thoroughly developed a summary of the evaluation of control chart and process metrics based on SPC methods.	Partially developed a summary of the evaluation of control chart and process metrics based on SPC methods.	Narrowly developed a summary of the evaluation of control chart and process metrics based on SPC methods or did not submit a summary of the process evaluation.
5. Six Sigma, Lean, or other tools evaluation summary (weight 10%)	Thoroughly developed a summary of the evaluation of whether the process would benefit from the use of Six Sigma, Lean, or other tools.	Partially developed a summary of the evaluation of whether the process would benefit from the use of Six Sigma, Lean, or other tools.	Narrowly developed a summary of the evaluation of whether the process would benefit from the use of Six Sigma, Lean, or other tools or did not submit a summary of the evaluation of whether the process would benefit from the use of Six Sigma, Lean, or other tools
6. Description of the Statistical Process Control (SPC) project (weight 15%)	Provided a detailed description of the SPC project.	Provided a partial description of the SPC project.	Provided a narrow description of the SPC project or did not provide a description of the SPC project.
7. Recommendations for improvement (weight 15%)	Provided detailed recommendations for improvements.	Provided partial recommendations for improvements.	Provided vague recommendations for improvements or did not provide recommendations for improvements.