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- 14-2 Using the following data, prepare a run chart, scatter chart, and control chart. A late surgery is defined as any surgical operation that was started more than 30 minutes after its scheduled time (Table 14-4).
- 14-3 The ambulatory health service at a university is experiencing an increased number of student complaints concerning the services it offers in its walk-

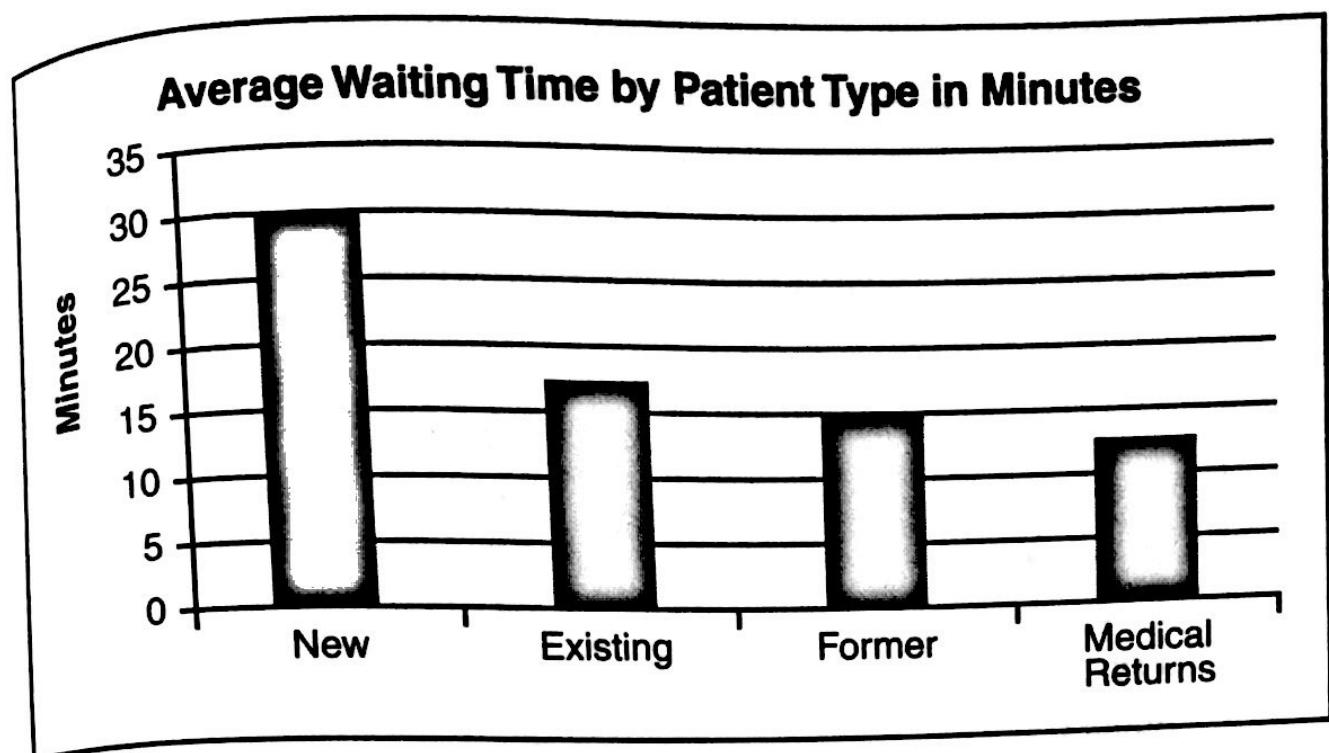


Figure 14-4 Example of a Pareto Chart

... Charts and Control Charts

Pareto Charts

A Pareto chart is a vertical histogram that lists the most common problems or problem causes in descending order from the leftmost margin of the chart. Pareto charts are based upon the belief that, in general, "80% of the trouble comes from 20% of the problems." The purpose is to focus on the major problems or the major causes of the problem (Figure 14-4).

Like all histograms, these charts are efficient approaches to visually present relative frequencies of events. They are easy to read as long as the number of bars is kept to a minimum and labels are used to present the scale, the title, and the legend for each individual bar.



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