

Quality Control Tools

- ❑ **Cause and effect diagram (also called Ishikawa or fishbone chart)** – Identifies many possible causes for an effect or problem and sorts ideas into useful categories.
 - ❑ **Flowchart** – Shows steps in a process or system and how they interrelate.
 - ❑ **Histogram** – Shows frequency distributions, or how often each different value in a set of data occurs.
 - ❑ **Pareto chart** – Bar graph that shows most significant factors (relates to Pareto principle (aka, 80-20 rule or Law of the vital few) where 20% of factors cause 80% of issues.)
 - ❑ **Run chart** – Graph that displays observed data over period of time.
 - ❑ **Scatter diagram** – Graphs pairs of data to look for a relationship.
 - ❑ **Control chart** – Graphs used to study how a process changes over time.
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