Solution

# Variation and Control

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| True | False | Statement |
| X |  | 1. | Variation exists in all business processes. |
|  | X | 2. | Edward Deming was the creator of statistical process control charts.  |
|  | X | 3. | The first wide-spread use of statistical process control was by the US defense industry during WWI. |
| X |  | 4. | Edward Deming expanded the principles of statistical control into a management discipline he called the System of Profound Knowledge.  |
| X |  | 5. | Variation represents uncertainty and can lead to defects and losses for both the business and its customers. |
| X |  | 6. | Walter Shewhart first clarified the difference between special cause and common cause variation.  |
|  | X | 7. | Edward Deming believed that management was the source of approximately 20% of process variation. |
| X |  | 8. | Statistical Process Control (SPC) is a recognized methodology for identifying and controlling variation. |
| X |  | 9. | To adequately control a process, management must understand the nature of the process variation.  |
|  | X | 10. | Walter Shewhart developed the sampling approaches used in statistical process control. |
|  | X | 11. | Following WWII, Edward Deming introduced SPC into Germany as part of the rebuilding process within that country. |
|  | X | 12. | Walter Shewhart was a student of Edward Deming. |