

ANALIZA STATISTICĂ PRIVIND ABSENȚA CALITĂȚII ȘI A CHELTUIELILOR

STATISTICAL ANALYSIS REGARDING THE ABSENCE OF QUALITY AND COSTS EXPENSIVE

Conf.dr. Grația Dana BOCA
Universitatea Tehnică din Cluj-Napoca

Assoc.prof.dr.Sinan SARAÇLI
Afyon Kocatepe University, Turkey

Abstract: Statistical analysis represents a useful tool that is available to companies in order to improve the quality. By analyzing the defects of the products, the claims, the measurement errors, the factors from the first design phases or during the technological process can be identified. This leads to the minimization of costs with quality and additional costs for the solution. The case study uses statistics as a way of identifying the errors that appeared through measurement at the end of the manufacturing process, as well as the claims registered by the company. By analyzing the data, we can find solutions and implement methods and procedures that have beneficial effects in terms of costs.

Keywords: quality, statistical analysis, complaints,