

THE USE OF STATISTICAL PROCESS CONTROL TOOLS: A SURVEY ON PHILIPPINE-BASED MANUFACTURING AND SERVICE COMPANIES

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Abstract

The aim of this study is to ascertain the nature and extent of the use of SPC tools in Philippine-based manufacturing and service companies. A survey was conducted to determine which of the major SPC tools are being utilized by the various companies and their reasons for doing so, what types of data are entered into and the persons in-charge of constructing these tools, and what are the benefits obtained by the organizations as a result of the application of SPC methods. Results show that the proportions of companies using Control Chart, Flow Chart, Histogram, Pareto Chart, Run Chart, and Scatter Diagram were found to be significantly different when classified according to industry type, company size, and ownership. Usage of the SPC tools ranges from documenting the manufacturing process up to analyzing the occurrence of defects. Lastly, the benefits realized was found to have a strong positive linear relationship with the number of SPC tools adopted.