



Reliability and Statistical Process Control

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Accendo Reliability

Illuminated Reliability Engineering Knowledge

Quality or
Reliability?



Variability & Process Control

Do you have a stable and capable
supply chain?

Why it matters





Supplied parts vary

And they fail



Have you
experience supplier
caused failures?

Design & Specs

Where does problem this start?

We set specifications

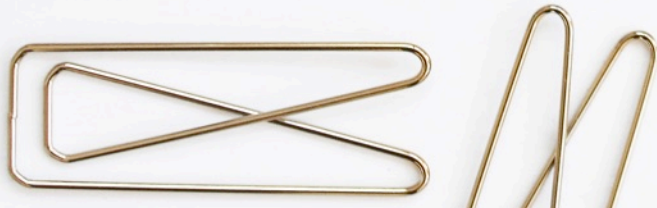




And set tolerances



Do we know supplier's capability?





**Expecting
is the not
the same as
receiving**


Does your design
team have vendor
data?

Environmental Conditions

The weather and use have an impact

Variability



A person is sitting cross-legged on a dark wooden chair against a white horizontal-slatted wall. They are wearing a blue short-sleeved top with a patterned yoke and light blue jeans with rolled-up cuffs. They are holding a large black wide-brimmed hat over their face, with their right hand resting on the hat. A green plant is visible on the right side of the frame.

Change
in use

Aging
effects



Do you have a
customer abuse
category?

What to control

Control everything, naturally, right?

A photograph of a breakfast table set for two people. In the foreground, a dark wooden table holds two glasses of orange juice, a bowl of strawberries, a plate with a grapefruit half, and a plate with a croissant. A small vase with green leaves sits on the table. In the background, a person is holding a newspaper, and another person is partially visible. The scene is brightly lit, suggesting a sunny day.

How many supplier parts do you have?



Could you control or ask for
controls on all parts?



What have you seen




Any signals along the way?

What else signals a
need to monitor?

Good Program?

How do you spot a great SPC program?

A person is sitting in a white folding chair with black metal legs. They are wearing black jeans with the cuffs rolled up and black clogs with thick wooden soles. The person is sitting on a brick patio. In the background, there is a white wall and a potted plant.

Do not just
require and
walk away

Program Support Decision Making





**No blaming
just the facts & action**

Connected to critical
performance requirements





**Provide incentives for stable and
capable performance**



**Teach, Review,
and Support
Improvement**

Do you treat your
supplier as partners?



Dare To Know

Interviews with Quality and Reliability Thought Leaders



What are your Questions?

Thanks for participating.