

# Syllabus

# Understanding Statistical Process Control using Control Charts

7 Hours

**Meeting called by:** Your Agency/Company  
**Type of meeting:** Class room style, non certification training class  
**Facilitator:** DTI Training Consortium Primary Instructor  
B.A./Certified Government Instructor/Minimum 300 hrs experience.  
ASQ Certified Engineer/Manager. Transport Canada Approved Instructor.

**Attendees:** Canadian Aviation certificate holders who are interested in developing a Safety Management System, using Canadian Aviation Regulations.

**Please read:** This course takes the participant through the basics of understanding how to understand SPC basics using Control Charts and every day data, gathered as a matter of doing business.

**Please bring:** Pen, pencil, hi-lighter etc.  
Reference Manuals and Materials, **are provided by DTI Training**

## Agenda Topics

**Introduction**

**Seminar Times and Breaks**

**What is SPC?**

**What is “Normal”**

**What is “In Control”**

**How to use data to:**

- **Predict the near future**
- **See if Processes are being followed**
- **Find out what causes “Variation” in my processes**
- **Learn how to transfer data to improve**

**safety and profit.**

- **Get a step up on your competition.**

**Special notes:**

This course is comprehensive and includes a number of exercises. These exercises will involve interpreting various control charts presented using real world data from Canadian Civil Aviation Enterprises.