

Exercise 8b

Problem Cause Data Analysis – Pareto

Name: _____

Date: _____

Instructions:

1. Create two scatter diagrams using the shippable product data provided.

Steps

The Flashy Clothing Factory has a very dynamic on-line business. However, the receiving department has been voicing concern that customer returns have been increasing lately. A review of the month-to-month data regarding returns processed by Customer Service confirms there is an upward trend.

In order for the customer to return an item they need to complete the returns portion of the packing slip indicating why they're sending the item back. This data has been entered into a database but hasn't previously been reviewed. In order to know where to focus the investigation into why returns are increasing the data from the past quarter will be evaluated using a pareto chart.

1. The reasons customers indicated they had returned an item are listed on page 2.
2. Using the check sheet on page 3 tally up the number of occurrences for each reason.
3. Create a pareto diagram on page 4.
 - a) The X-axis will list the reasons for returns
 - b) The Y-axis will be the number of times this was recorded.
 - c) Using the check sheet, label the x-axis beginning with the reason with the most counts first, followed by decreasing sequence the remaining reasons.
 - d) Create a bar graph using the results.
4. Analyze the results. What conclusions can be drawn?
 - a) Is there a clearly identified problem?
 - b) Can any of the categories be combined to provide better distinction?

AQS200 – Root Cause

Exercise 8b

Problem Cause Data Analysis – Pareto

| | |
|--|--|
| Order incorrect – wrong item received | Decided didn't want item |
| Decided didn't want item | Order incorrect – color not selected |
| Didn't fit, too big | Color didn't match expected |
| Order incorrect – wrong item received | Didn't fit, too small |
| Decided didn't want item | Order incorrect – color not selected |
| Decided didn't want item | Decided didn't want item |
| Order incorrect – wrong item received | Order incorrect – wrong item received |
| Didn't fit, too big | Order incorrect – color not selected |
| Fabric didn't match quality expected | Order incorrect – not the size ordered |
| Color didn't match expected | Decided didn't want item |
| Decided didn't want item | Order incorrect – wrong item received |
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| Fabric didn't match quality expected | Fabric didn't match quality expected |
| Didn't fit, too small | Order incorrect – color not selected |
| Fabric didn't match quality expected | Order incorrect – wrong item received |
| Order incorrect – color not selected | Didn't fit, too big |
| Didn't fit, too big | Color didn't match expected |
| Decided didn't want item | Didn't fit, too small |
| Color didn't match expected | Order incorrect – color not selected |
| Order incorrect – color not selected | Order incorrect – not the size ordered |
| Didn't fit, too small | Order incorrect – not the size ordered |
| Decided didn't want item | Didn't fit, too small |
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AQS200 – Root Cause

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Tally of results

| Reason For Return | Occurrences | Total |
|--|-------------|-------|
| Didn't fit, too big | | |
| Didn't fit, too small | | |
| Fabric didn't match quality expected | | |
| Color didn't match expected | | |
| Decided didn't want item | | |
| Order incorrect – not the size ordered | | |
| Order incorrect – wrong item received | | |
| Order incorrect – color not selected | | |

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