

## 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?

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

**Exercise 8b****Problem Cause Data Analysis – Pareto**

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

**Exercise 8b**

**Problem Cause Data Analysis – Pareto**

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		

AQS200 – Root Cause  
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