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Better Tools for Visualizing the Voice of Your Process: New Developments in SAS/QC® Software in SAS® 9.2

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ABSTRACT

SAS/QC® provides a rich set of statistical and graphical methods for improving the quality of products, processes, and services. Methods are available for basic problem solving, design of experiments, statistical process control, process capability analysis, and reliability modeling. The first part of this presentation, intended for newcomers to SAS/QC, explains how these methods help you understand process variation in health care management, marketing campaigns, pharmaceutical manufacturing, and customer call centers.

The second part highlights new features in SAS® 9.2. The ADX interface for design and analysis of experiments has been enhanced significantly:

- The number of mixed-level designs available has been expanded to 25,115, making ADX even more useful for direct marketing applications.
- New facilities help you analyze data from informally planned experiments, which occur in many applications.
- New graphical methods aid the analysis of fitted models and are especially helpful for users with limited statistical training.

The ANOM, CAPABILITY, CUSUM, MACONTROL, PARETO, RELIABILITY, and SHEWHART procedures now produce graphs that conform to ODS styles, so that creating consistent output is easier. Also, you now have two alternative methods for producing graphs. With the traditional graphics system, you can control every detail of a graph through familiar procedure syntax. With ODS Graphics, experimental for SAS/QC in SAS 9.2, you can obtain the highest quality output with minimal syntax and full compatibility with graphics produced by SAS/STAT and SAS/ETS procedures.

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