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BUSINESS AREA	INDICATOR	
COMMERCIAL	returned products cost against Total Turnover	
	number of Customer Order from the previous year	
PLANNING	number of changes made to the original Project	
	• number of realized projects against number of approved project	
PURCHASE	average delay of Suppliers delivery	
	average cost of wrong deliveries	
PRODUCTION	number of Production errors	
	cost of Production errors against Total Turnover	
EMPLOYERS	average hourly cost of employee	
	• impact of overtime on the Total Work Hours	











Data Analysis Statistical Techniques	REGISTRATION DELETTION ACTION PDCA CPIM COMMUNICATION PDCA SYNTHESIS
Data collection sheet	How to document
Bar chart	How to read the data
Ishikawa Diagram	How to seek the real causes of the problem
Pareto diagram	How search priority
Stratification Analysis	How to analyse data
Correlation Diagram	How study the link between the factors
Control map	How is the process behaviors
the 7	7 Statistical Tools !!

