

Graphical Methods

1. Practice the relevant graph with the data provided. (File: Graphical Data_PracticeFile.xls)
2. The 'Resolution Time' for customer complaints are measured along with the 'Commission to Employees' who resolve the complaint and 'Employee Experience in years'. You have to find out the relationship between the three and find out if 'Resolution Time' is influenced by Commission or Experience?
3. In the manufacturing factory, you need to identify the factors impacting line stoppages (Conveyor line is stopped at times due to various reasons} using multi-vary chart (File: Graphical Data_PracticeFile.xls)