

Contents

Preface	ix
Acknowledgements	xi
1 Introduction to Industrial Experimentation	1
1.1 Introduction	1
1.2 Some Fundamental and Practical Issues in Industrial Experimentation	3
1.3 Statistical Thinking and its Role Within DOE	5
Exercises	6
References	6
2 Fundamentals of Design of Experiments	7
2.1 Introduction	7
2.2 Basic Principles of DOE	8
2.3 Degrees of Freedom	12
2.4 Confounding	12
2.5 Selection of Quality Characteristics for Industrial Experiments	15
Exercises	16
References	17
3 Understanding Key Interactions in Processes	19
3.1 Introduction	19
3.2 Alternative Method for Calculating the Two-Order Interaction Effect	22
3.3 Synergistic Interaction Versus Antagonistic Interaction	23
3.4 Scenario 1	24
3.5 Scenario 2	27
3.6 Scenario 3	28
Exercises	30
References	31
4 A Systematic Methodology for Design of Experiments	33
4.1 Introduction	33
4.2 Barriers in the Successful Application of DOE	33
4.3 A Practical Methodology for DOE	36
4.4 Analytical Tools of DOE	40
4.5 Model Building for Predicting Response Function	45

4.6	Confidence Interval for the Mean Response	46
4.7	Statistical, Technical and Sociological Dimensions of DOE	48
	Exercises	49
	References	50
5	Screening Designs	51
5.1	Introduction	51
5.2	Geometric and Non-geometric P-B Designs	51
	Exercises	62
	References	62
6	Full Factorial Designs	63
6.1	Introduction	63
6.2	Example of a 2^2 Full Factorial Design	63
6.3	Example of a 2^3 Full Factorial Design	69
6.4	Example of a 2^4 Full Factorial Design	73
	Exercises	83
	References	85
7	Fractional Factorial Designs	87
7.1	Introduction	87
7.2	Construction of Half-Fractional Factorial Designs	87
7.3	Example of a $2^{(7-4)}$ Factorial Design	90
7.4	An Application of 2-Level Fractional Factorial Design	94
	Exercises	109
	References	112
8	Some Useful and Practical Tips for Making Your Industrial Experiments Successful	113
8.1	Introduction	113
	Exercises	122
	References	122
9	Case Studies	125
9.1	Introduction	125
9.2	Case Studies	125
	References	188
10	Design of Experiments and its Applications in the Service Industry	189
10.1	Introduction to the Service Industry	189
10.2	Fundamental Differences Between the Manufacturing and Service Organisations	189
10.3	DOE in the Service Industry: Fundamental Challenges	190
10.4	Benefits of DOE in Service/Non-Manufacturing Industry	191

10.5	DOE: Case Examples from the Service Industry	193
10.6	Role of Computer Simulation Models Within DOE	195
	Exercises	197
	References	198
11	Design of Experiments and its Role Within Six Sigma	201
11.1	What is Six Sigma?	201
11.2	How Six Sigma is Different from Other Quality Improvement Initiatives of the Past	202
11.3	Who Makes Six Sigma Work?	202
11.4	Six Sigma Methodology (DMAIC Methodology)	204
11.5	DOE and its Role Within Six Sigma	206
	Exercises	208
	References	208