

Nivoo 7 – oiceenjiivanje kvaita usluige

verifikasi FANM4QS - rangiranj

Product ID	TD	C(H/M/L)	DP	DT	BD	FAM4QS	RANG
SCM 14	3T, WO, J	H	A	OH	FE, OL, IN	[0,620, 0,656]	C
SCM 4	3T, WO, J	H	A	IN	FE, OL, IN	[0,653, 0,688]	C
SCM 8	3T, WO, J	H	A	IN	FE, OL, IN	[0,677, 0,714]	B
SCM 1	3T, WO, J	H	A	OH	FE, OL, IN	[0,678, 0,715]	B
SCM 2	3T, WO, J	H	A	IN	FE, OL, IN	[0,697, 0,736]	B
SCM 13	3T, WO, J	H	A	OH	FE, OL, IN	[0,713, 0,755]	B
SCM 15	3T, WO, J	H	A	IN	FE, OL, IN	[0,720, 0,760]	B
SCM 11	3T, WO, J	H	A	OH	FE, OL, IN	[0,725, 0,765]	B
SCM 3	3T, WO, J	H	A	OH	FE, OL, IN	[0,726, 0,765]	B
SCM 7	3T, WO, J	H	A	IN	FE, OL, IN	[0,728, 0,768]	B
SCM 16	3T, WO, J	H	A	IN	FE, OL, IN	[0,737, 0,781]	B
SCM 9	3T, WO, J	H	A	IN	FE, OL, IN	[0,745, 0,793]	B
SCM 12	3T, WO, J	H	A	IN	FE, OL, IN	[0,757, 0,804]	B
SCM 6	3T, WO, J	H	A	IN	FE, OL, IN	[0,765, 0,809]	B
SCM 10	3T, WO, J	H	A	OH	FE, OL, IN	[0,778, 0,825]	B
SCM 17	3T, WO, J	H	A	OH	FE, OL, IN	[0,797, 0,851]	A
SCM 5	3T, WO, J	H	A	IN	FE, OL, IN	[0,866, 0,921]	A

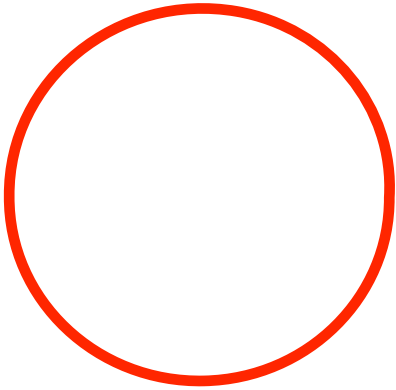
$$\frac{(0.653 + 0.688)}{2} = 0.6705 < 0.693$$

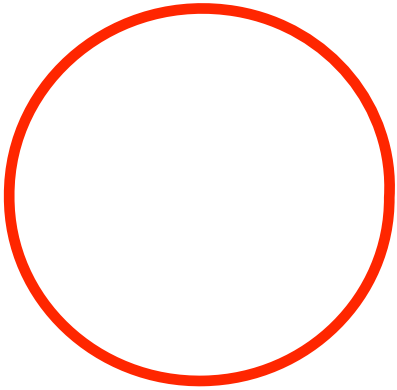
$$\frac{(0.677 + 0.714)}{2} = 0.6955 < 0.693$$

$$\frac{(0.797 + 0.851)}{2} = 0.824 < 0.811$$

$$\frac{(0.778 + 0.825)}{2} = 0.8015 < 0.811$$

$$LCL = [0.693 \quad 0.772] \quad UCL = [0.765 \quad 0.811]$$



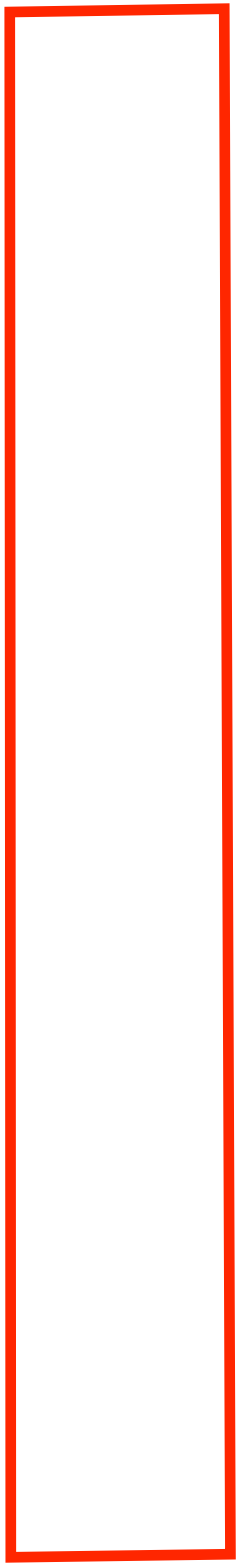














SCM14 *i* SCM5

Nivo 7 – ocenjivanje kvaliteta usluge

verifikacija FAM4QS - rangiranje

$$LCL = [0.693 \quad 0.772] \quad UCL = [0.765 \quad 0.811] \quad \longrightarrow \quad SCM14 \text{ i } SCM5$$

Product ID	TD	C(H/M/L)	DP	DT	BD	FAM4QS	RANG
SCM 14	3T, WO, J	H	A	OH	FE, OL, IN	[0,620, 0,656]	C
SCM 4	3T, WO, J	H	A	IN	FE, OL, IN	[0,653, 0,688]	C
SCM 8	3T, WO, J	H	A	IN	FE, OL, IN	[0,677, 0,714]	B
SCM 1	3T, WO, J	H	A	OH	FE, OL, IN	[0,678, 0,715]	B
SCM 2	3T, WO, J	H	A	IN	FE, OL, IN	[0,697, 0,736]	B
SCM 13	3T, WO, J	H	A	OH	FE, OL, IN	[0,713, 0,755]	B
SCM 15	3T, WO, J	H	A	IN	FE, OL, IN	[0,720, 0,760]	B
SCM 11	3T, WO, J	H	A	OH	FE, OL, IN	[0,725, 0,765]	B
SCM 3	3T, WO, J	H	A	OH	FE, OL, IN	[0,726, 0,765]	B
SCM 7	3T, WO, J	H	A	IN	FE, OL, IN	[0,728, 0,768]	B
SCM 16	3T, WO, J	H	A	IN	FE, OL, IN	[0,737, 0,781]	B
SCM 9	3T, WO, J	H	A	IN	FE, OL, IN	[0,745, 0,793]	B
SCM 12	3T, WO, J	H	A	IN	FE, OL, IN	[0,757, 0,804]	B
SCM 6	3T, WO, J	H	A	IN	FE, OL, IN	[0,765, 0,809]	B
SCM 10	3T, WO, J	H	A	OH	FE, OL, IN	[0,778, 0,825]	B
SCM 17	3T, WO, J	H	A	OH	FE, OL, IN	[0,797, 0,851]	A
SCM 5	3T, WO, J	H	A	IN	FE, OL, IN	[0,866, 0,921]	A

$$\frac{(0.653 + 0.688)}{2} = 0.6705 < 0.693$$

$$\frac{(0.677 + 0.714)}{2} = 0.6955 < 0.693$$

$$\frac{(0.778 + 0.825)}{2} = 0.8015 < 0.811$$

$$\frac{(0.797 + 0.851)}{2} = 0.824 < 0.811$$

Nivo 7 – ocenjivanje kvaliteta usluge