



Tightening parameter comparison

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4 orders · fictional document

Fictional document — demonstration example

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Fictional document, produced for demonstration. **All four orders are within tolerance.** This document does not show a non-conformity: it shows a difference in distribution, which is not the same thing and does not carry the same weight.

Order	Driver	Points recorded	Mean	Std. dev.	Points below 16.5 Nm	Complaint
0417	no. 2	240	16.4 Nm	0.9	18%	Yes
0421	no. 2	185	16.6 Nm	0.8	14%	Yes
0429	no. 1	210	18.1 Nm	0.3	0%	No
0436	no. 1	225	18.0 Nm	0.4	1%	No

Specified torque: 18 Nm $\pm$ 2. The lower bound is therefore 16 Nm, and no point crosses it. All four orders conform.

The coincidence is clear and it is not proof. The two orders complained about are the driver no. 2 ones, whose distribution sits lower and wider. That is checkable in an hour on the bench — and it is the test, not this table, that will settle it.

What this table does not license writing to the customer

Wording	Why it is set aside
"The cause has been identified"	Nothing is identified: a correlation across 2 orders is not a cause
"The equipment was conforming"	Accurate, and liable to read as an evasion if the rest shows otherwise
"We will come back to you within 5 working days"	Retained — checkable, keepable, and enough

The test proposed to engineering

Assemble ten parts at the mean torque observed on driver no. 2 (16.4 Nm) and ten at the mean of driver no. 1 (18.1 Nm), then run a comparative sealing test. An hour on the bench, and an answer that holds in front of the customer.

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