# 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 ± 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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