

H.T.I.

MECHANICAL ENGINEERING DEPARTMENT

DIPLOMA PROJECT

DEVELOPMENT OF A PERFORMANCE MEASUREMENT
SYSTEM AND STATISTICAL ANALYSIS OF THE
HIGHER TECHNICAL INSTITUTE

M/941

GEORGIU NICOLAS

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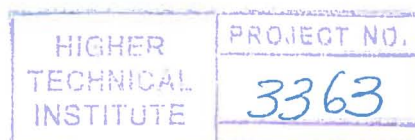
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ABSTRACT

The object of this project is the development of a performance measurement system and statistical analysis of the Higher Technical Institute (HTI).

Even though the ISO and the methods of SPC are widely used in most every manufacturing industry and generally in all activities that have to do with the production of a product, in the educational systems are hardly used. But, in the case of the HTI the implementation of these are necessary.

Some of the basic SPC tools and techniques were used like brainstorming, cause and effect diagram, control charts, Pareto analysis team problem solving techniques, in order to identify and present the vital few performance indicators.

The most performance indicators were measured for the last 3 years because to have an improvement and to analyze them must have at least 3 years. For the other performance indicators were measured from the beginning of HTI.

For the presentation of the performance indicators the computer programs Microsoft Excel and SPC ANSTANT for Windows were used. For the cause and effect diagram Microsoft Visio was used.

Suggestions for improvement of the Educational System have been quoted, hopping the recommended solutions to be implemented so that the institute gains its value again.

DEDICATION

*To my parents for their support
and guidance all these years.*

*To my niece Irene who provided a source
for relaxation through difficult times.*

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