

Definitions

Specification Limits - values of the process metric defining the window within which the process metric should stay in order for the process to be considered "healthy". When the value of the process metric falls outside the Specification Limits, it is considered a defect. Note that a defect may not be an outlier, and an outlier may not be a defect.

Control Limits - values of the process metric within which the metric value typically is. In regular SPC, the "typically" is defined, rather arbitrarily, by the number of standard deviations. Usually, a 3-standard-deviations range to either side from the process mean is considered typical.

Target - the value around which the distribution of the process metric should be centered (typically, the mean is considered the measure of centrality of the process metric)

Agile Development - the modern way of running software projects everywhere in the software, and especially web services, industry, characterized by jolting the site every two weeks.

CTQ – Critical-To-Quality - a process whose metric is too important to be allowed to run free. Typically in production organizations, CTQs are the first processes to be reigned in using the techniques of Statistical Process Control

DPMO - Defects per Million Opportunities - a commonly used measure of the process capability.