Solution

# Common Cause/Special Cause

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| Common Cause | Special Cause | Both | Statement |
|  | X |  | 1. | Unpredictable process variation |
| X |  |  | 2. | Can be mathematically predicted |
|  | X |  | 3. | Outside the control of normal process operation  |
| X |  |  | 4. | Random – but magnitude is within clear bounds |
| X |  |  | 5. | Predictable process variation |
|  |  | X | 6. | Can cause the process performance to exceed customer’s expectations for acceptable performance |
|  | X |  | 7. | Hawthorne Effect is an example |
| X |  |  | 8. | Inherent part of normal process operation |
|  | X |  | 9. | Non-random, both timing and magnitude |
|  |  | X | 10. | Can be avoided or reduced through a process change |
|  | X |  | 11. | Process tampering is an example |
| X |  |  | 12. | Is present when the process is stable |