



**DATA ANALYSIS**

**EXERCISES**

# Wait Time

<b>10</b>	<b>5</b>	<b>30</b>	<b>5</b>	<b>20</b>
<b>20</b>	<b>12</b>	<b>40</b>	<b>5</b>	<b>40</b>
<b>40</b>	<b>15</b>	<b>5</b>	<b>10</b>	<b>30</b>
<b>50</b>	<b>15</b>	<b>5</b>	<b>10</b>	<b>30</b>
<b>45</b>	<b>10</b>	<b>10</b>	<b>60</b>	<b>5</b>
<b>60</b>	<b>18</b>	<b>10</b>	<b>15</b>	<b>15</b>
<b>20</b>	<b>20</b>	<b>10</b>	<b>10</b>	<b>20</b>
<b>20</b>	<b>40</b>	<b>45</b>	<b>5</b>	<b>60</b>
<b>50</b>	<b>30</b>	<b>30</b>	<b>5</b>	<b>20</b>
<b>55</b>	<b>10</b>	<b>5</b>	<b>10</b>	<b>15</b>

# DATA FOR PARETO CHART

Type	No. of Complaints
High cost	12
Billing to repeat customer engineer visits	20
Walk-in Center	55
Performance issues	50
Warranty problems	5
Customer needs further training	21
Incorrect information on bill	10
Incorrect charges	18
Rude staff member	11
Other	2