



UNIVERSITÀ DEGLI STUDI DI BERGAMO

**Dipartimento di
Matematica, statistica, informatica e applicazioni**

SEMINARIO

venerdì 13 aprile 2007

ore 16,30

Bergamo, Via dei Caniana 2 – Aula 9

On Surveys and the Integrated Model

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Voice of the Customer (VoC) and Voice of the Workforce (VoW) surveys are conducted routinely by organizations in the industrial, financial, service and government sectors.. In this talk the role of VoC and VoW surveys will be investigated in the context of an integrated model combining VoW with VoC and VoP (Voice of the Process). Some statistical issues related to surveys, such as the application of control charts, will also be addressed.

Il seminario è aperto a tutti gli interessati.

Per eventuali informazioni rivolgersi al docente di statistica aziendale, Silvia Biffignandi:

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