

Unit 5: Quantitative Techniques for Business
Standard Deviation

THEY RE FIRING SIR, THEY RE FIRING

Asda is keeping records of the lengths of phone calls made to customers.

Asda	
Duration (mins)	Number of Calls
under 3	45
3 and under 6	59
6 and under 9	38
9 and under 12	31
12 and under 15	19
15 and under 18	8
18 and over	0



1. What is the range of the data?
2. What are the lower and upper quartiles?
3. What is the variance?
4. What is the standard deviation?
5. Why is this information useful and how Asda could use it?