

























































































































Paired Samples Example								
<ul> <li>Assume you send your salespeople to a "customer service" training workshop. Is the training effective? You collect the following data:</li> </ul>								
Salesperson	Number of Before (1)	Complaints: After (2)	(2) - (1) <u>Difference, d</u> i	$\overline{d} = \frac{\sum d_i}{n}$				
C.B. T.F.	6 20	4 6	- 2 -14	= -4.2				
M.H. R.K. M.O.	3 0 4	2 0 0	- 1 0 <u>- 4</u>	$s_d = \sqrt{\frac{\sum (d_i - \overline{d})^2}{n - 1}}$				
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	Two Sample Tests in PHStat						
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Chapter Summary	
Compared two independent samples     Formed confidence intervals for the differences between two means     Performed Z test for the differences in two means	)
<ul> <li>Performed t test for the differences in two means</li> <li>Compared two related samples (paired samples)</li> </ul>	
<ul> <li>Formed confidence intervals for the paired difference</li> <li>Performed paired sample t tests for the mean difference</li> </ul>	
<ul> <li>Compared two population proportions</li> </ul>	
<ul> <li>Formed confidence intervals for the difference between two population proportions</li> </ul>	
<ul> <li>Performed Z-test for two population proportions</li> </ul>	
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