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A1  Goodness of fit test call-centre tes							
	A	B	C	D	E	F	G
2							
3	Test Score	Observed Frequency $y(p_i)$	Expected frequency $y(e_i)$	Difference	Squared Difference	Squared Difference divided by Exp. Freq. (e_i)	
4	Less than 35.67	3	5	-2	4	0.8	
5	35.67 to 41.99	4	5	-1	1	0.2	
6	41.99 to 46.56	5	5	0	0	0	
7	46.56 to 50.43	7	5	2	4	0.8	
8	50.43 to 54	8	5	3	9	1.8	
9	54 to 57.58	8	5	3	9	1.8	
10	57.58 to 61.44	6	5	1	1	0.2	
11	61.44 to 66.01	3	5	-2	4	0.8	
12	66.01 to 72.30	2	5	-3	9	1.8	
13	Over 72.3	4	5	-1	1	0.2	
14						8.4	
15							
16	No. of categories	10			p-value	0.298646343	
17							
18	Test statistic	8.4					
19	Degs. Of freedom	7					
20							
Sheet1 Sheet2 Sheet3 							

Figure 9.5