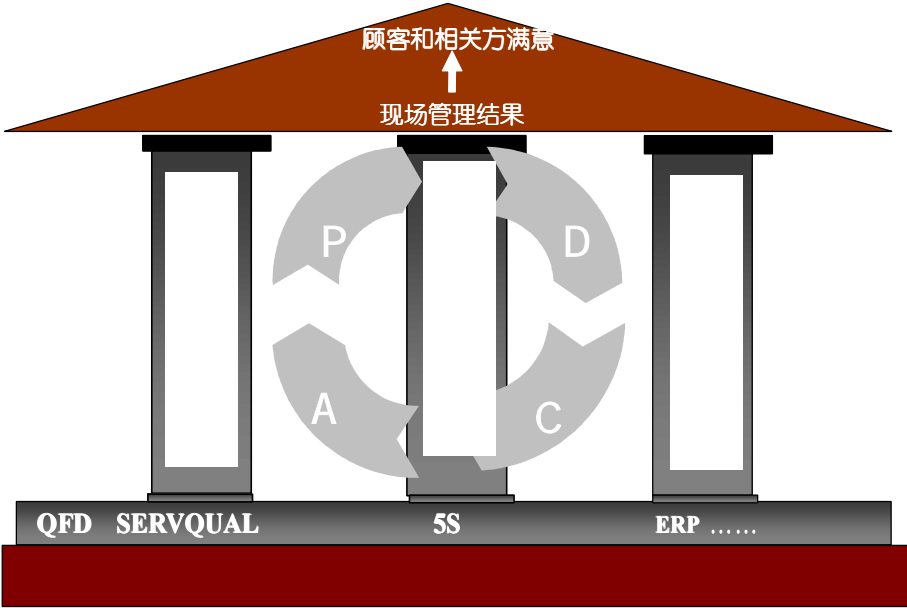


PDCA



1 150

1.1 75

1.1.1

1.1.2

1.2 75

1.2.1

1.2.2

2

600

2.1

100

2.1.1

)

(

Kano

QFD

2.1.2

2 1. 3

2 1. 4

2 1. 5

2 2 450

2 2 1

2 2 2

2 2 3

2 2 4 5S

2 2 5 SERVQUAL CC GAPS

2 3 50

2 3 1

2 3 2

2 3 3

(ERP)

CRM

2 3 4

2 3 5

3 250

3.1

3.2

3.3

3.4

3.5

3.6

3.7

/ /

1

a

b

c

600-799

800-899

900-1000

2

2

2 1

1

2 2

2 3

2 4

2 5

2 6

2 7

1

1

1. 150			
1.1 (75)	---	---	
1.1.1	---	---	
	1.		
	2		
	1.		
	2		
	3.		
	1.		
	2		
	3		
	4.		
	2		
	3		
	4.		
1.1.2	---	---	
	1)		
	2)		
	3)		
	4)		
	5)		
	6)		
1.2 75	---	---	
1.2.1	---	---	

	1.		
	2		
	1)		
	2)		
	3)		
	3.		
	4.		
	1.		
	2		
	1.		
	2		
1. 2. 2		---	
	1.		
	2		
2		600	
2 1		---	
100			
2 1. 1		---	
	1.		
	1)		
	2)		
	3)		
	4)		
	5)		
	6)		
	2		
	3		

	Kano		
	QFD		
	1. 2		
	1. 2 3		
2 1. 2	---	---	
	1.		
	2		
	1. 2		
	1. 2 3		
2 1. 3	---	---	
	1. 2 3		
	1. 2 3		
2 1. 4	---	---	

	1.		
	2		
	3		
2 1.5	---	---	
2 2 450	---	---	
2 2 1	---	---	
	1.		
	2		
	3		
	1.		
	1)		
	2)		
	3)		
	4)		
	2		
	1)		
	2)		
	3		
	1)		
	2)		
	3)		
	3		
	1)		
	2)		
	4.		
	1)		
	2)		
	3)		

	5		
	6		
	1)		
	2)		
	7.		
	8		
	1)		
	2)		
2 2 2		---	---
	1.		
	2		
	3.		
	1.		
	1)		
	2)		
	3)		
	4)		
	5)		
	2		
	1.		
	1)		
	2)		
	3)		
	4)		
	2		
2 2 3		---	---
	1.		
	2		
		Poke-yoke 5S	
	1.		
	2		
	1.		
	2		

	3		
	1.		
	2		
	1. 2		
	1.		
	2		
	1.		
	2		
	1.		
	2		
	1) 2) 3)		
	1.		
	2		
	1.		
	2		
	1.		
	1.		
	2		
	3		
	4.		
	1) 2) 3)		
	1.		

	2 3		
	1. 2		
	1. 2 3 4		
	1. 2		
	1. 2		
2 2 4		---	
	1. 2 GAPS SERVQUAL CC		
2 2 5		---	

2 3		---	
50			
2 3 1	1. 2 3		
	1. 2		
2 3 2		---	
2 3 3		---	
	1. 2		
	ERP CRM		
	1. 2		
2 3 4		---	
2 3 5		---	

3 250			
	1.		
	2.		
3.1 35		---	---
	1.		
	2.		---
	3.		
3.2 60	1.		
	2.		
	3.		
	4.		---
	5.		
	6.		
3.3 60	1.		
	2.		
	3.		
	4.		
	5.		---
	6.		
	7.		
	8.		
3.4 25	1.		
	2.		---
3.5 25	1.		
	2.		
	3.		---
	4.		
	5.		
3.6 25	1.		
	2.		---
	3.		
3.7 20	1.		
	2.	/ /	---

2

1	150	---	---
1.1	---	75	---
1.1.1	---	---	45
1.1.2	---	---	30
1.2	---	75	---
1.2.1	---	---	45
1.2.2	---	---	30
2	600	---	---
2.1	---	100	---
2.1.1	---	---	20
2.1.2	---	---	20
2.1.3	---	---	30
2.1.4	---	---	20
2.1.5	---	---	10
2.2	---	450	---
2.2.1	---	---	60
2.2.2	---	---	70
2.2.3	---	---	190
2.2.4	---	---	70
2.2.5	---	---	60
2.3	---	50	---
2.3.1	---	---	10
2.3.2	---	---	10
2.3.3	---	---	20
2.3.4	---	---	10
2.3.5	---	---	10
3	250	---	---
3.1	---	35	---
3.2	---	60	---
3.3	---	60	---
3.4	---	25	---
3.5	---	25	---
3.6	---	25	---
3.7	---	20	---