事例研究

経営の立場で観る品質工学推進の課題
—アンケートの誤圧による解析—

Robust Quality Engineering Promotion Problems Seen from the Management Viewpoint
—Questionnaire Analysis by the Standardized Error Root Mean Square Method—

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Information on methods used internally to promote robust quality engineering so as to deal more effectively with management issues was collected from 28 companies by means of questionnaires. The answers to the questionnaires were itemized and scored, 67 items on which adequate information was received from the companies were extracted, the standardized error root mean square method was applied, a unit space company was selected, the companies were diagnosed, and the results were analyzed to find better promotion strategies. The company selected as the unit space had been steadily promoting robust quality engineering for a long time, had been obtaining results directly related to management issues, and was characterized by sustained growth. The other companies were diagnosed into groups having clearly contrasting patterns: one group was characterized by a minority activity pattern, another by a pattern of lack of awareness of the basics of robust quality engineering, and so on. The analytic method adopted in this study shows promise of being effective as a diagnostic tool for boosting the level of application of robust quality engineering. The itemized analysis gave a picture of the differences from the better company each company would like to be, and enabled items requiring improvement to be identified.

Key words：analysis of variance, Mahalanobis distance, MT-system, RT method, S/N ratio, robust quality engineering, Taguchi methods, standaradized error root mean square method, diagnosis, estimation, promotion, executives, corporate issues

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1．研究の目的と方法

著者らは経営課題に対しより効果を創出するための企業内における品質工学推進方法について普遍的な方法があるのかを問い続けている。企業の経営そ