

• • • ,  
• • •

[5].

[1, 2].

Data mining),

(

[3].

— ,  
• • [6-8].

[4],

---

©

« »,

ISSN 1562-109X

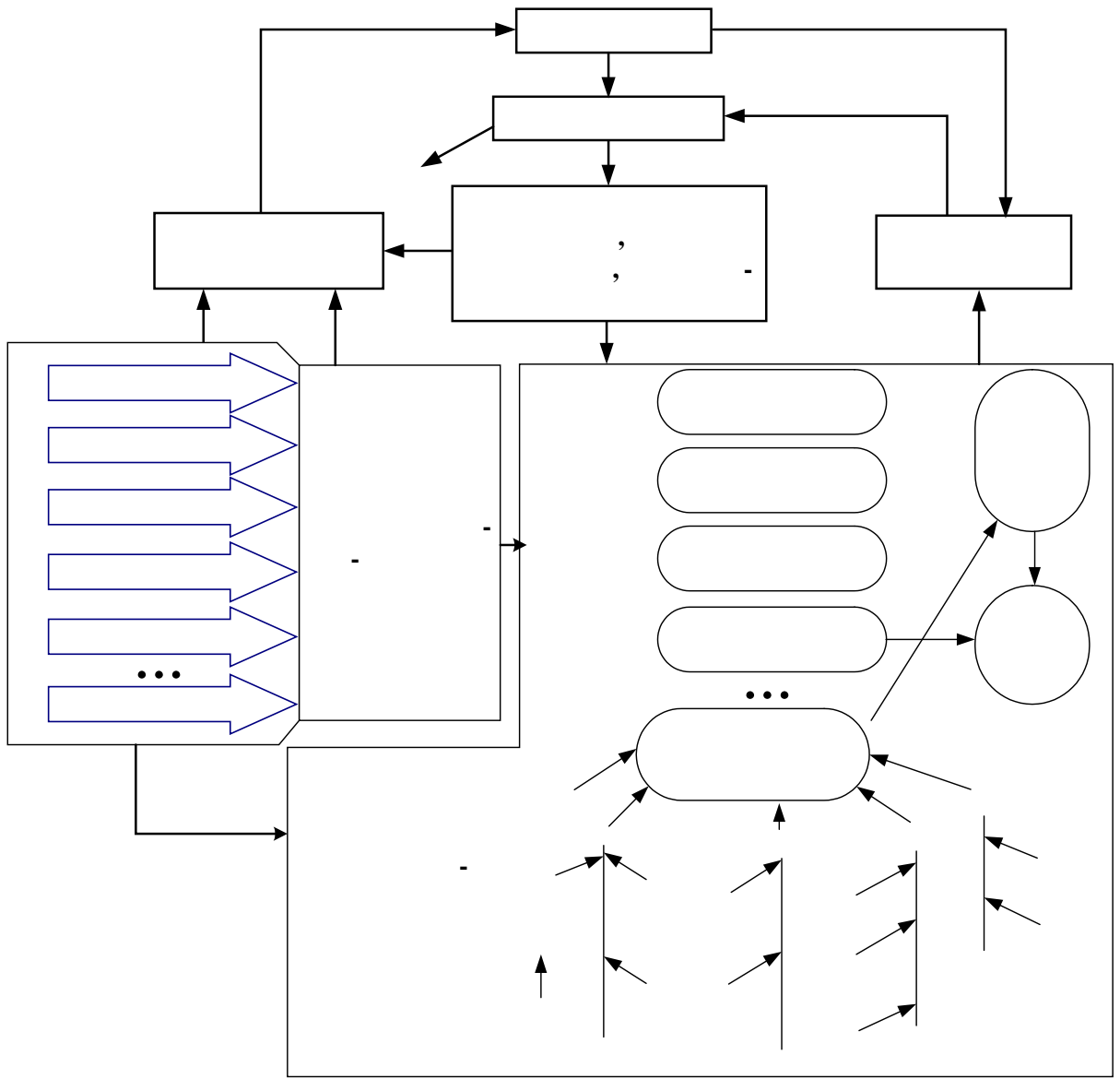
. . . , PDCA [15]. . 1  
 ;  
 1) ;  
 . . . [9],  
 . . . [10], . . . [11], . . .  
 [5], . . . [12] . . .  
 2) ;  
 ;  
 3) ;  
 ;  
 4) ;  
 . . .  
 , [13, 14].  
 . . . "D"  
 , ( )  
 , ,  
 , ,  
 . . .  
 -  
 . . .  
 :  
 (ANOVA) . . .  
 ,  
 ;  
 -  
 ;  
 -  
 -  
 , -  
 ,  
 , -  
 , . . .  
 ,



[12].

( . 2)

. .).



.2.

ABC).

(activity based analysis,

- 1.
- 2.
- 3.

5 :

DMAIC

«6» – DMAIC (Define-Measure-Analyze-Improve-Control) [18].

«»

. . [17].

[16].

4.

5.

$$y(\tau) \rightarrow \min, \quad \tau = \overline{1, T}, \quad (1)$$

$$\sum_{\tau=0}^T y(\tau) \geq \sum_{\tau \in \overline{1, \tau}} Y^{bo}((\tau-1), \tau) + \sum_{\tau=0}^{T-(TY-TD)} D(\tau) \quad (2)$$

$$y^p(T) = \sum_{\tau=0}^T y(\tau) = D_0, \quad y(\tau) \geq 0, \quad (3)$$

$$y^p(T) -$$

$$T; \quad Y^{bo}((\tau-1), \tau) -$$

$$(\tau-1),$$

$$\tau; \quad (TY - TD) -$$

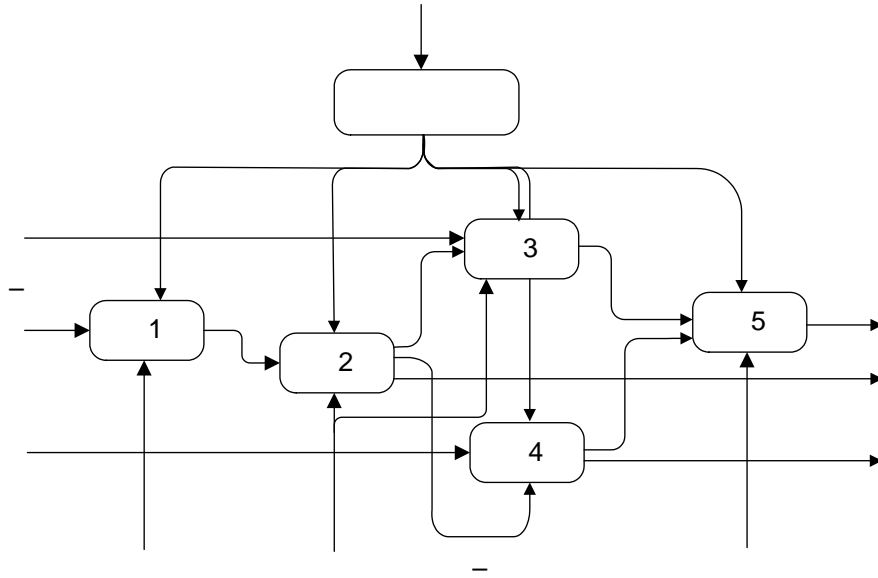
$$D_\tau = D_{\tau-1} - y_{\tau-1},$$

$$y_{\tau-1} -$$

$$(\tau-1); \quad D_0 -$$

$$(\tau = \overline{1, T}).$$

( 1- 5),



. 3.

1.



// . – 2006. – 8 (82) – . 9-16.

2. / .

// . – 1984. – . 118-123.

3. /

// . – 2005. – 66. – . 134-142.

4. /

, . , . , . , . , 2007. – 384 .

5. -

: / . . -

6. , 2002. – 224 .

: / . . -

, 2006. – 360 .

7. -

/ . . . – : -

, 2005. – 159 .

8. Jantzen J. Neurofuzzy Modelling: Tech. report No 98-H-874 / Jantzen J. – Denmark: Technical University of Denmark, 1998. – 30 p.

9. / . . . – :

, 2008. – 478 .

10. -

: / . . . - :

, 2003. – 268 .

11. /

2003. – 198 .

12. Lebas M.J. Performance measurement and performance management / M.J. Lebas // Int. J. Production Economics. – 1995. – Vol. 41. – P. 23-35.

13. . . . :

. . . . : . /

– 356 . . – : - , 2006.

14. . . . / . . – :

, 2003. – 503 .

15. . / . -

– : - , 2002. – XIV, 175 .

16. . . . [

] / . . . // :

– 2006. – 1. – 17 . – :

<http://www.scientific-notes.ru/pdf/s15.pdf>.

17. . . .

,

/ . . . , . . . //

4- . . . .

«

» ( -2009). – . , 2009. –

. 1. – . 139-145.

18. Creveling C.M. Six Sigma for Marketing Processes: An Overview for Marketing Executives, Leaders, and Managers / C.M. Creveling, L. Hambleton, B. McCarthy. – Prentice Hall, 2006. – 304 .