

0)

-->TQM-->



1.B1

	/	/	<ul style="list-style-type: none"> • $\frac{\text{退货数量}}{\text{出货数量}} \times 100\%$ • $\frac{\text{退货未税金额}}{\text{出货未税金额}} \times 100\%$ • DPPM $\frac{\text{数量退货率}}{\text{数量退货率}} \times 1000000$
	Top10	10	
	Top10	10	
		10	
	8D	8D	—



2.

2.1

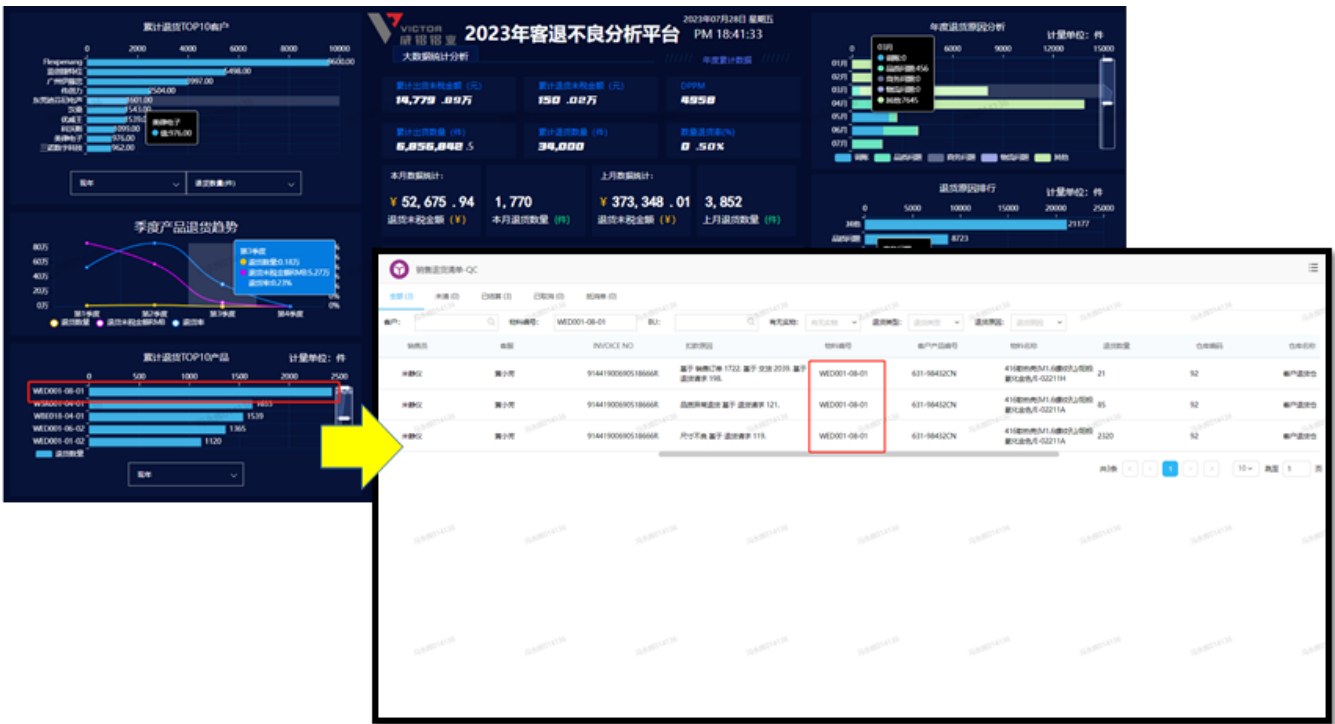
2.1.1////BU

1. BI
- 2.
3. BI



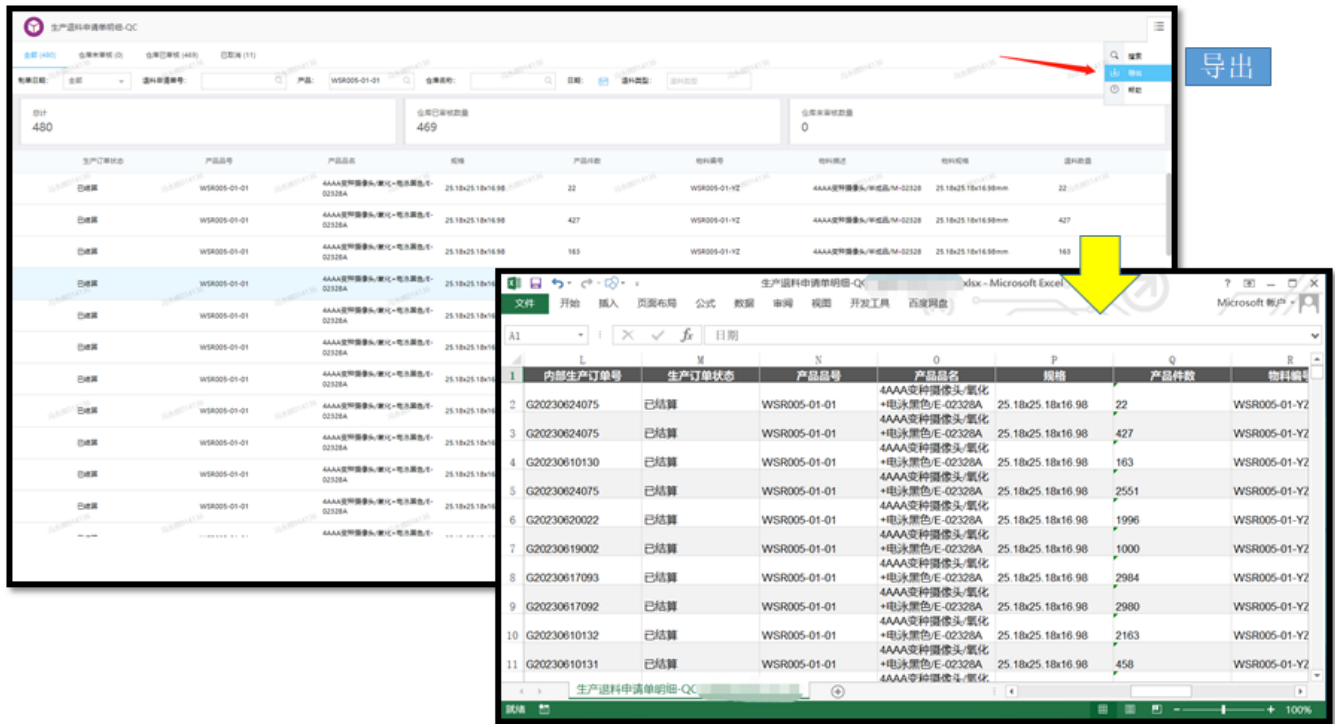
2.2

BI



2.3

excel



- BOM
- IT or PMO

