

塗装板検査における暗黙知の形式知化と継承：
熟練者への評価グリッド法インタビューによる可視化
Making Tacit Knowledge for Painted Board Inspection Explicit and Inheriting It：
Visualization From Interviews with Expert Based on Evaluation Grid Method

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Abstract

With the increasing demand for universalization and inheritance of the quality inspection know-how of experts through scientific methods, the present study focuses on the quality inspection of painted boards. The surface quality of painted board is evaluated by experts with high expertise, and the evaluation is based on their marketability. The evaluation mechanism of the experts is tacit knowledge, and the urgent issue is to make it explicit knowledge to inherit the know-how to the next generation. Therefore, we conducted a quantitative evaluation of the painted boards using our own scale with the cooperation of expert and compared the differences between experts and nonexperts. Comparing the evaluation of both, the expert clearly distinguished the elements of unevenness and evaluated them with strict standards. In addition, the nonexperts showed differences in sensitivity depending on the individual and the element. Furthermore, although nonexperts were able to make judgments about marketability themselves, the experts made more distinct judgments based on higher standards than the nonexperts. By comparing the mistakes and false alarms of the 12 items with those of the experts and providing feedback on the results, it is hoped that the nonexperts' judgments about marketability will also approach those of the experts.

キーワード：暗黙知、形式知化、目視検査、熟練者

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