



# -Training Course for Filipino Employees- QC Problem Solving Approach (Quality Control)

Organized by : The Association for Overseas Technical Scholarship (AOTS)  
In Cooperation with: Philippine Chamber of Commerce and Industry (PCCI)



PCCI-PhiICDI

AOTS was founded in 1959 as the first organization in Japan to promote technical cooperation in the private sector, with the approval of the Ministry of International Trade and Industry (currently known as the Ministry of Economy, Trade and Industry, or METI). This training course, subsidized by the ODA budget of METI, in cooperation with Philippine Chamber of Commerce and Industry (PCCI), is implemented for Filipino managers, engineers, or supervisors who are in charge of quality improvement activities.

### Course Objectives

**This course aims at enabling participants to solve problems at their workplace through understanding the steps of QC problem solving approach as leaders of problem-solving activities at their own workplace.**

### Course Features:

- 1. Pre-study of QC tools using on-line materials**  
Participants are requested to learn the basic knowledge of QC Seven tools and Seven Management Tools for QC through Web-Based-Training program (on-line learning materials) prior to the 2-days course, so as to confirm the required knowledge level for participation.  
No replacement or cancellation is allowed once the selected participant is confirmed.  
(For Web-Based-Training information, please refer to the following pages)
- 2. Enhance participants' ability to solve problems at their workplace by applying the proper QC tools step-by-step**  
Participants will learn how to solve the problems they are facing, by following the steps of QC problem solving story with the QC tools which they learn from Web-Based-Training program.
- 3. Two Japanese lecturers, who are experts of TQM and QC, will instruct you directly in English**

### Target Participants:

- Participants must be :
1. Managers, engineers, or supervisors who are in charged of Quality Improvement Activities
  2. Proficient in English  
(The program will be conducted in English without interpretation)
  3. Person who has an internet accessible computer  
(The on-line study requires 64kbps or faster internet access.)
  4. People aged from 20 to 60 years of age.  
(A maximum of 36 participants can be accepted.)

### Participation Fee:

5,000 pesos NET (2 days) VAT Exclusive. It covers lunch and training materials. Participation fee is collected to cover part of the training expenses including WBT.

### Training Date and Venue:

Course No.: KK11-PH-01  
Date: 22nd (Thu) -23rd (Wed) November, 2011  
Time: 22nd 8:45-18:00, 23rd 9:00-17:00  
Venue: Philippine Chamber of Commerce and Industry 3/F, Commerce and Industry Plaza 1030 Campus Avenue corner Park Avenue McKinley Town Center, Fort Bonifacio Taguig City  
Tel. No. 8468196 Fax No. 846 8619

### Course Contents

	Morning (8:45 - 12:00)	Afternoon (13:00 - 18:00)
<b>Day 1st</b>	<b>Opening Ceremony (8:45-9:00)</b> <b>Lecture &amp; Exercise:</b> TQM activities for Kaizen - Case study	<b>Lecture &amp; Exercise:</b> QC problem solving approach - Identify problems for QC problem solving
<b>Day 2nd</b>	<b>Lecture:</b> Basic steps for QC problem solving approach (1) - Theme selection - Understand the problem - Case analysis - Countermeasure	<b>Lecture &amp; Summary:</b> Basic steps for QC problem solving approach (2) - Confirm the effects - Standardization - Reflect and on future plans <b>Closing Ceremony (17:00-17:15)</b>

\*Each participant will be awarded a certificate upon completion of the training.

**Lecturer 1: Mr. Yukihiro Ando; TQM Consultant; Lead Examiner, the Deming Prize Committee; Chairman, International Committee of the Japanese Society of Quality Control (JSQC); Board member, Asian Network for Quality (ANQ); Honorary Advisor, Saitama Region QC Circle; Member of the Committee on the Domestic Response to ISO/TC176; Visiting Professor, the Okuma School of Public Management, Waseda University (2004 – 2005)**

Mr. Yukihiro Ando has been offering his expertise as a TQM consultant for many years to a large number of companies in both manufacturing and service sectors both at home and abroad, of which 25 companies have been awarded the Deming Application Prizes. As well as serving as coordinator of the "AOTS Program for Quality Management" (PQM) for many years, he is a lecturer for quality management seminars held by organizations such as the Union of Japanese Scientists and Engineers, and has established a reputation as a lecturer who gives practical, enjoyable lectures. He has published many books on TQM. He was awarded the 1987 and 1997 Nikkei QC Literature Prizes.

**Lecturer 2: Dr. Hironobu Kawamura; Assistant Professor, Tokyo University of Science**

Dr. Kawamura is a member of the faculty of Science and Technology, Industrial Administration, Tokyo University of Science

### Inquiries:

AOTS Scholarship Administration Division  
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Philippine Chamber of Commerce & Industry  
Ms. Grace Carolyn G. Morella  
Tel: (02)896-4549  
Email: grace.morella@philippinechamber.com

### How to Apply:

Pls. fax the attached Course Application to:  
Philippine Chamber of Commerce & Industry  
Ms. Grace Carolyn G. Morella Fax: (02)899-1727

**Application deadline: Monday, 3rd October, 2011**

As only a limited number of participants is admitted, early application is highly recommended. We may limit the number of participants from the same company if we receive more applications than the maximum number of participants. We will inform you if your application has been accepted or not by Monday, 10th October, 2011.

**ATTN: Philippine Chamber of Commerce and Industry (PCCI)**

c/o Ms. Grace Carolyn G. Morella

**FAX No: (02) 899-1727****Course Application**

以下にご記入の上、2011年10月3日(月)までにFAXでご送付ください。

Please fill in this application form and fax it back by 3 October, 2011 (Monday).

1. 参加希望コース (Course Name): 「QCストーリーによる問題解決」 QC Problem Solving Approach

Pls. check:  マニラ(Manila) XXXXX Hotel 22&23 November, 2011

## 2. 参加申込担当者 (Sender of this application)

企業名(Company name):

業種(Industry type):

住所(Address):

担当者名(Name):

所属部署(Designation):

Phone:

Cellphone:

FAX:

E-mail:

## 3. 貴社と日本企業との関係についてご質問します (Relationship between your company and Japanese companies)

・貴社は日本企業と関係がありますか

(Does your company have a relationship with a Japanese company?):

 関係がある (Yes) 関係がない (No)

・貴社が日本企業に関係がある場合に答えて下さい。(Please fill in the following blanks if you have answered yes.)

企業名(Name of the Japanese company):

貴社との関係

(Type of relationship with your company)

:  資本関係 (Equity participation) 技術提携先 (Technical collaboration) 取引先 (vendor-

vendee)

 その他 (Others:

)

業種(Field or industry)

:  製造業 (Manufacturing)  サービス業 (Service)  その他 (Others:

)

## 4. 参加申込者(Applicants)

	名前(Name)	性別(Sex)	年齢 (Age) 20-60 y.o.	所属部署 (Section/ Department)	職位 (Title)	管理職務年数 (No. of Years of Manager Experience)
1		<input type="checkbox"/> 男(M) / <input type="checkbox"/> 女(F)				
2		<input type="checkbox"/> 男(M) / <input type="checkbox"/> 女(F)				
3		<input type="checkbox"/> 男(M) / <input type="checkbox"/> 女(F)				

※記入欄が足りない場合は別紙に同じ体裁で記入してお送りください。

(Please attach a separate sheet of paper with the same format if the space is not enough.)

## 5. 所属長記入欄 (Comments by superiors)

今回の研修を通じて、参加者(部下)に何を期待することをお書きください。

(Please describe what the participant's superiors expect the participants to achieve through this training.)

上記の通り、研修参加を申し込みます。記載内容に誤りはございません。

(I hereby submit this course application. All the statements in this application are correct.)

申込担当者(Sender)

職位 (Designation)

申込日 (Date of application)

署名(Signature):