



THE ASSOCIATION FOR OVERSEAS TECHNICAL SCHOLARSHIP[AOTS]

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March 2009

Program Outline

&

Participation Requirements

of

The Executive Program on Quality Management

[EPQM]

28 September – 3 October 2009

1. BACKGROUND OF THE PROGRAM:

AOTS - the Association for Overseas Technical Scholarship - is a non-profit association run with Japanese government subsidies from the Ministry of Economy, Trade and Industry (METI). Since its establishment in 1959, AOTS has been conducting various technical and management training programs in Japan for the people of developing countries. The total number of participants in past AOTS training programs amounts to almost 143,000 from about 170 developing countries and regions. These former participants are playing very important roles in industry and contributing greatly to the economic development of their respective countries.

At the request of former participants of AOTS training programs as well as the industrial and business circles in developing countries, and to meet the needs for human resource development in Japanese affiliated companies, AOTS has been organizing various training programs.

The Executive Program on Quality Management (EPQM) is designed as one of AOTS's flagship courses for all the developing countries to learn business management/administration techniques and their underlying ways of thinking, all of which are characteristics of Japanese companies. This training course targeted at top managers who wish to make use of TQM (Total Quality Management) in order to implement a management strategy that increases customer satisfaction through increases in product quality and service improvements, and achieves customer delight, as well as achieving sustainable corporate growth. The course seeks to assist such managers by providing them with basic knowledge and the latest information concerning TQM, and promoting changes in their ways of thinking.

2. NUMBER OF PARTICIPANTS:

25 participants

3. PARTICIPATION REQUIREMENTS:

Participants should have the following qualifications.

- (1) Participants should be, in principle, owners who are at the center of management or top executives who are responsible for quality development and quality management throughout the organization.
- (2) Participants should be between 35 and 60 years of age.
- (3) Participants should be university graduates and/or have equivalent professional experience.
- (4) Participants should have a sufficient working knowledge of English.
- (5) Participants should be healthy enough to undergo an intensive training program in Japan.
- (6) Participants should be residing in the developing countries.
- (7) Participants should not be students or armed forces personnel.
- (8) AOTS ex-participants who have recently been awarded an AOTS Scholarship and participated in an AOTS training program in Japan are not entitled to apply for any program which starts within six months (183 days) after they have returned home from Japan.

Notes:

- (1) In the case of Japanese companies and/or companies that have Japanese capital, persons who are engaged in the duties described in the participation requirements are able to participate in this program without regard to their positions
- (2) Family members are not allowed to accompany the participants to Japan.
- (3) Participants shall not request AOTS to arrange, nor arrange by themselves, any additional programs, and shall leave Japan and return to their home country soon after the completion of the program.
- (4) The Guarantee Letter, which is one of the invitation documents to be issued by AOTS, shall be used only for the purpose of obtaining a training visa and shall not be used for any other purposes, such as participants' business.
- (5) The number of participants for the same host company or from the same sending company may be limited if there are more applicants than AOTS can accept.

4. APPLICATION PROCEDURE:

Applicants should apply to AOTS by submitting the following documents to reach AOTS Head Office **by no later than 19 May 2009**.

The application procedures from overseas countries and those from host companies in Japan are different.

[Application from overseas countries]

- (1) AOTS Training Application Form, Applicant's Personal Record and Medical Check Sheet (AOTS official form)
- (2) 2 copies of a photo (4 cm×3 cm) (Please write down the applicant's name on the back.)
- (3) Brochure of the applicant's company/organization
- (4) Photocopy of a passport, an election card, a driver's license or any other identification document issued by a public organization in the applicant's country containing, in Roman letters, the applicant's name in full, a photo of the applicant and his/her date of birth
- (5) Overseas Travel Insurance Consent Form
- (6) About the handling of Personal Information Concerning Trainees (AOTS official form)
The applicant himself or herself is required to submit a form bearing his or her own signature. Either in the absence of agreement, or non-submittance, course participation will not be granted.
- (7) Enquiry into Training Contract (For Japanese Joint-Venture-Companies and Companies exclusively funded by Japanese Enterprises)

AOTS official form is available. **Please click here.**

http://www.aots.or.jp/eng/t_prg_j/management/application/procedure.html

[Application from host companies in Japan]

Please refer to the following page.

[Making a reservation for the Management Training Course](#)

AOTS official form is available. **Please click here.**

<http://www.aots.or.jp/jp/documents/kokunai/index.html>

The application documents will be forwarded to the AOTS Screening Committee, which will meet on 23 July 2009, for official approval of participation. Those who have successfully passed the screening process will be notified when they receive the invitation documents.

Notes: If the number of participants is less than 13 as of 19 May 2009, AOTS may postpone or cancel this program.

5. OUTLINE OF THE PROGRAM:

- OBJECTIVES

The objective of this course is to promote changes in the ways of thinking of top managers who are trying to make use of TQM (Group-Wide Total Quality Management) in order to implement a management strategy that increases customer satisfaction through increases in product quality and service improvements, and achieves customer delight, as well as achieving sustainable corporate growth.

- KEY BENEFIT & CONTENT

As well as lectures by instructors who are world authorities on TQM and the recounting of the real-life experiences of top executives of excellent companies, the course consists of workshops and visits to companies. More specifically, as outlined below, participants will be taught the latest information and knowledge that will be both useful and necessary in achieving a change in the ways of thinking of top managers when promoting TQM throughout the company.

- (1) Through an explanation of the framework and characteristics of TQM activities as cultivated in Japan and contact with the cultural aspects of TQM, participants will become convinced of the effectiveness of TQM in achieving a challenging, customer-oriented management strategy.
- (2) With regard to the setting of strategic policies and policy deployment in relation to management by policy, one of the core techniques in TQM, participants will, through lectures and workshops, be able to learn how to formulate a customer-oriented management strategy that can be implemented throughout the company.
- (3) Through visits to excellent companies and tales of the real-life experiences of their managers, participants will gain new insight into the roles and responsibilities of managers in TQM activities.

A typical daily schedule consists of a 3-hour morning session and a 3-hour afternoon session. Participants are expected to have some group work sessions after dinner.

Please refer to the Tentative Schedule.

- DURATION

28 September – 3 October 2009 (6 days)

- LANGUAGE

All lectures, company visits and exercises will be conducted in English or Japanese with translation into English. The program documents and training materials will be prepared in English.

- PROGRAM DIRECTOR

Dr. Noriaki Kano

Professor Emeritus, Tokyo University of Science
Board Member, Komatsu Co., Ltd.
Corporate Auditor, Sekisui Chemical Co., Ltd.
Honorary Chairperson, Asian Network for Quality (ANQ)
Committee Member, Deming Application Prize
Academician, International Quality Academy
Board Member, Association for Overseas Technical Scholarship (AOTS)
Board Member, Union of Japanese Scientists and Engineers (JUSE)
President, Japan Society for Quality Control (2000 - 2002)
Chairperson, The Deming Application Prize Committee (2004 – 2007)

Dr. Kano is one of the most prominent figures in the TQM field in Japan. His numerous research results, such as “The House of TQM”, “Attractive Quality and Must-Be Quality (Kano Model)”, and “The Task Achieving QC Story” have brought him an international reputation. He has published more than 300 research papers and books. He is renowned throughout the world as the founder of the “Kano Model.” He was awarded the 1997 Deming Prize for Individuals by the Deming Prize Committee (JUSE), the 1997 Deming Lecturer by the American Statistical Association (ASA) and the 2002 E. Jack Lancaster Medal and the 2006 E. L. Grant Medal by the American Society for Quality (ASQ).

- PROGRAM PLANNING COMMITTEE MEMBER / LECTURER

Mr. Shusaku Ichikawa

President & Representative Director, Aiphone Co., Ltd.
Director, Communications and Information Network Association of Japan
Vice-Chairman, Japan Interphone Industry Association
Chairman, Aichi Prefecture Self-Guard Association
Councilor, Chubu Economic Federation
Councilor, Nagoya Chamber of Commerce & Industry

Mr. Shusaku Ichikawa joined Aiphone Co., Ltd. in 1975, and was appointed Executive Director of the Product Planning Office in 1985. After serving as General Manager of the Toyota Plant and Director of the Sales Department, he was appointed President at the age of 34, taking over from his father, who founded the company, and still holds this position today. The company introduced TQM in 1976 and received the Deming Application Prize in 1981. Since being appointed President, for more than twenty years Mr. Ichikawa has continued the emphasis placed by his father on TQM as a crucial management tool, and has built up Aiphone

into a key medium-sized enterprise that is a world-leader in the field of intercoms. In 2005, Mr. Ichikawa was awarded the QC Circle Manager Prize.

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.

- TRAINING LOCATION AND ACCOMMODATION <To Be Determined>

AOTS Tokyo Kenshu Center (TKC)

<http://www.aots.or.jp/eng/about/center/tkc.html>

30-1, Senju-azuma 1-chome, Adachi-ku, Tokyo 120-8534, Japan

Tel: 81-3-3888-8231 (Reception) Fax: 81-3-3888-0763

6. APPLICATION PROCEDURES & FINANCIAL ARRANGEMENTS:

Please click here

Application from host companies in Japan: [Application Procedures](#) [Financial Arrangements](#)

Application from overseas countries: [Application Procedures](#) [Financial Arrangements](#)

7. HANDLING OF PERSONALLY IDENTIFIABLE INFORMATION

AOTS handles personally identifiable information we have obtained from the applicant as follows:

(1) Administrator of Personally Identifiable Information: General Manager, General Affairs Division,
The Association for Overseas Technical Scholarship (AOTS)

Department in charge: General Affairs Department, General Affairs Div., AOTS

Tel: 81-3-3888-8211 e-mail: kojinjoho@aots.or.jp

(2) Use of Personally Identifiable Information

Personally identifiable information provided by the participant will only be used for the screening of the participants and the implementation of the training program. It will not be used for any other purposes or beyond the scope required by laws and regulations of Japan.

For AOTS’s privacy policy, please visit <http://www.aots.or.jp/eng/privacypolicy.html>.

8. FURTHER INFORMATION

AOTS HEAD OFFICE

Mr. Kazuhiro Ichiura, Manager Scholarship Processing Department Scholarship Administration Division	30-1, Senju-azuma 1-chome, Adachi-ku, Tokyo 120-8534, Japan Tel: 81-3-3888-8214 Fax: 81-3-3888-8242 e-mail: shouhei@aots.or.jp
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AOTS OVERSEAS OFFICES /

1. AOTS Bangkok Office / (General Manager) Mr. Mikiharu Taniguchi 14th Fl. SSP Tower 3, 88 Silom Rd., Suriyawong, Bangruk, Bangkok 10500 Tel: 66-2-238-5233~4, 268-0784 Fax:66-2-634-1200 E-mail: aots@loxinfo.co.th
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2. AOTS Beijing Office / (General Manager) Mr. Hiroyuki Tanaka Beijing Fortune Bldg. Rm.703, 5-hao, Dong-Sanhuan Bei-lu, Chaoyang-qu, Beijing 100004 Tel: 86-10-6590-8265, 8266 Fax:86-10-6590-8267 E-mail: info@aotsbj.org.cn

3. AOTS Jakarta Office / (General Manager) Mr. Hironori Suzuki 6th Floor, Summitmas I, Jalan Jend.Sudirman, Kav.61-62, Jakarta 12190 Tel: 62-21-522-6776~7 Fax:62-21-522-6661 E-mail: aotsjkt@aots.or.id

4. AOTS Kuala Lumpur Office / (General Manager) Mr. Masami Kodaira 52A, Jalan SS22/25, Damansara Jaya 47400 Petaling Jaya, Selangor Darul Ehsan Tel: 60-3-77267273, 77267276 Fax:60-3-77267269 E-mail: info@aotskl.com

5. AOTS Manila Office / (General Manager) Mr. Osamu Yoshioka 18F Pacific Star Building, Sen.G.Puyat Ave.cor.Makati Ave., Makati City 1200 Tel: 63-2-856-1690~1 Fax:63-2-856-1692 E-mail: aots@pltdsl.net

6. AOTS New Delhi Office / (General Manager) Mr. Yasumi Suzuki Flat No.1307, 13th Flr., Gopaldas Bhawan, 28 Barakhamba Road, New Delhi 110001 Tel: 91-11-23704122 Fax:91-11-23704123 E-mail: contact@aotsindia.com

7. AOTS Hanoi Office / (General Manager) Mr. Hitoshi Kondo 6F-04, Prime Center, 53 Quang Trung Street, Hai Ba Trung District, Hanoi Tel: 84-4-3945-4995 Fax: 84-4-3945-4996 E-mail: info@aots.com.vn h-kondo@aots.com.vn
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Tentative Schedule
of
The Executive Program on Quality Management [EPQM]

28 September – 3 October 2009 AOTS Tokyo Kenshu Center (To Be Determined)

Date	Morning Session	Afternoon Session	Evening Session
27 Sep. (Sun.)	(Arrival in Japan)		
28 (Mon.)	Orientation/Opening Ceremony Lecture: Business and TQM Dr. Noriaki Kano	Lecture: Strategic Management by Policy Dr. Hiroshi Osada Professor, Chair of Department of Innovation (Ph.D Course), Graduate School of Innovation Management Tokyo Institute of Technology	
29 (Tue.)	Lecture (from a Company Top Executive): The Missions of Top Management for TQM Promotion (1) Mr. Makoto Nakao President & CEO, GC Corporation	Lecture & Workshop: TQM Vehicles (1) - Daily Management, Policy Management, QC Circles Mr. Yukihiro Ando	
30 (Wed.)	Lecture & Workshop: TQM Vehicles (2) - Daily Management, Policy Management, QC Circles Mr. Yukihiro Ando	Lecture (from a Company Top Executive): The Missions of Top Management for TQM Promotion (2) Mr. Anjanikumar Choudhari President, Mahindra & Mahindra Ltd.	Transfer (Tokyo → Nagoya)
1 Oct. (Thu.)	Company Visit: Toyota Motor Corporation	Company Visit and Lecture (from a Company Top Executive): Aiphone Co., Ltd. - TQM Promotion in the Electronics Industry Mr. Shusaku Ichikawa	Transfer (Nagoya → Tokyo)
2 (Fri.)	Lecture: The Attractive Quality Theory and Quality Assurance Dr. Noriaki Kano	Lecture: How to Implement TQM Dr. Noriaki Kano Mr. Yukihiro Ando	Friendship Meeting
3 (Sat.)	Lecture: Current Trends in Quality Management Dr. Noriaki Kano	Closing Ceremony	
4 (Sun.)	(Departure from Japan)		

Remarks: (1) The above schedule is subject to change for the convenience of lecturers and cooperating companies, or for other unavoidable reasons.
(2) Several group discussion sessions will be arranged in the evening.