



THE ASSOCIATION FOR OVERSEAS TECHNICAL SCHOLARSHIP[AOTS]

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

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June 2009

**Program Outline
&
Participation Requirements
of
The Quality Control Training Course
[QCTC]**

—Quality Management for Managers and Supervisory Staff—

24 February – 16 March 2010

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 149,000 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 Quality Control Training Course (QCTC) 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. It was first organized in 1979 to enhance the quality management ability at manufacturing companies in developing countries, and the 31st program will be held this year.

2. NUMBER OF PARTICIPANTS:

25 participants

3. PARTICIPATION REQUIREMENTS:

Participants should have the following qualifications.

- (1) Participants should be managers and/or staff who are responsible for the promotion of TQM/quality control activities at manufacturing companies, with a basic knowledge of the seven QC tools.
- (2) Participants should be between 25 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 for discussions, presentations, and report writing.
- (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 countries 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 12 October 2009.**

- (1) AOTS Training Application Form, Applicant's Personal Record and Medical Check Sheet (AOTS official form)
- (2) 2 copies of a photo (4 cm x 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) Pre-Training Report and Questionnaire
- (6) Overseas Travel Insurance Consent Form
- (7) 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.
- (8) 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 19 November 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 12 October, AOTS may postpone or cancel this program.

5. OUTLINE OF THE PROGRAM:

- OBJECTIVE

The objective of the program is to enable participants to enhance the quality management ability at manufacturing companies.

- KEY BENEFITS

By the end of this course, participants will be able to:

- (1) Acquaint themselves with the practice of TQM (total quality management) , and
- (2) Enhance their capability of promoting TQM as a comprehensive system.

- DURATION

24 February – 16 March 2010 (3 weeks)

- CONTENTS

The training course will focus on the following six important components of TQM practice in Japan.

- Daily management and management by policy (*hoshin kanri*)
- New product development
- Quality assurance
- The production system
- Human resource development by QC Circles
- Problem-solving and continuous improvement (*kaizen*)

Studying these topics systematically, participants will come to understand the strengths of Japanese companies.

Participants will gain theoretical knowledge in the morning sessions and learn how to put such theory into practice in the afternoon sessions with case studies and simulations. The curriculum focuses on “what individual participants, as managers/staff promoting TQM/quality control, should do and how”, so that what they learn in the course will be immediately applicable when they return to their own companies.

After passing the screening, participants are requested to take the AOTS Web Based Training Course, entitled “Practical Tools for Quality Control-1 and 2”, so as to make sure they have the required knowledge level for participation.

The typical daily schedule consists of a three-hour morning session and a five-hour afternoon session. Some evening sessions may be organized after dinner.

Please refer to the Tentative Schedule.

- LANGUAGE

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

***Participants are required to have a sufficient working knowledge of English for discussions, presentations, and report writing.**

- PROGRAM DIRECTORS

Dr. Yoshio KONDO, Ph.D.

Professor Emeritus, Kyoto University
Chairman, International Academy of Quality

Dr. Kondo is one of the most prominent figures in the world of quality control. With an international reputation, he has been awarded numerous prizes including the Deming Prize, the E. Jack Lancaster Award and the Harrington/Ishikawa Medal.

Dr. Hideo IWASAKI, Ph.D.

Dean, School of Science and Engineering, Kinki University

Dr. Iwasaki has been active in quality management world being a vice-chairman of the Deming Prize Examination Committee and a Director of JSQC (the Japan Society for Quality Control) magazine.

- TRAINING LOCATION AND ACCOMMODATION <To Be Determined >

AOTS Kansai Kenshu Center (KKC) <http://www.aots.or.jp/eng/about/center/kkc.html>

7-5, Asaka 1-chome, Sumiyoshi-ku, Osaka 558-0021, Japan

Tel: 81-6-6608-8260 (Reception) Fax: 81-6-6690-2678

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 Group, General Affairs Div., AOTS

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

(1) 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 Group (Scholarship Processing) 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 /

<p>1. AOTS Bangkok Office /</p> <p>(General Manager) Mr. Toshiki Sadatani 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</p>	<p>2. AOTS Beijing Office /</p> <p>(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</p>
<p>3. AOTS Jakarta Office /</p> <p>(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</p>	<p>4. AOTS Kuala Lumpur Office /</p> <p>(Deputy General Manager) Ms. Anne Chong Gaik Lin 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</p>
<p>5. AOTS Manila Office /</p> <p>(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</p>	<p>6. AOTS New Delhi Office /</p> <p>(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</p>
<p>7. AOTS Hanoi Office /</p> <p>(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</p>	

**Tentative Schedule
of
The Quality Control Training Course [QCTC]**

24 February – 16 March 2010 AOTS Kansai Kenshu Center (KKC) <To Be Determined>

Date	Morning Session	Afternoon Session
23 Feb. (Tue.)	(Arrival in Japan)	
24 (Wed.)	Orientation Opening Ceremony	LECTURE: Introduction to TQM -Quality, PDCA cycle
25 (Thu.)	LECTURE: Characteristics and Promotion of TQM -TQM Practice in Japan, QC Mindset and Viewpoint	CASE STUDY: QC Mindsets and Viewpoints -Group Discussion (GD) on <i>kaizen</i> example(s)
26 (Fri.)	LECTURE: Daily Management vs. Management by Policy (<i>hoshin kanri</i>) -How to promote daily management and <i>hoshin kanri</i>	CASE STUDY: Formulation and Deployment of Policy -Simulation of policy formulation and deployment using formatted charts
27 (Sat.) 28 (Sun.)	Day off	
1 Mar. (Mon.)	LECTURE: New Product Development - Systematic steps for new product development	CASE STUDY: Formulation of “Required Quality Deployment” using QFD -Simulation of QFD and GD
2 (Tue.)	LECTURE: Promotion Procedures of Quality Assurance -Mechanism and major tools for quality assurance	CASE STUDY: Formulation of QC Process Charts
3 (Wed.)	COMPANY VISIT: Management by Policy (<i>hoshin kanri</i>)	COMPANY VISIT: QC Circles
4 (Thu.)	LECTURE: Establishment of Production Systems -Production systems in Japanese companies	CASE STUDY: Production Systems
5 (Fri.)	LECTURE: Human Resource Development by QC Circles -Importance of HRD and continuous improvement, promotion of QC Circles	CASE STUDY: Formulation of QC Circles Revitalization Plan -Drawing cause and effect diagrams and tree diagrams
6 (Sat.) 7 (Sun.)	Day off	
8 (Mon.)	LECTURE: Process Control and Improvement -Effective use of QC tools in the problem-solving procedures	
9 (Tue.)	STUDY TOUR	COMPANY VISIT: Case Study of the Production System at a Japanese Company
10 (Wed.)		COMPANY VISIT: TQM Promotion
11 (Thu.)		VISIT: Understanding Japanese Culture and Society
12 (Fri.)	EXERCISE: Problem Solving and Continuous Improvement (QC Game)	
13(Sat.) 14(Sun.)	Day off	
15 (Mon.)	EXERCISE: Problem Solving and Continuous Improvement (QC Game)	
16 (Tue.)	Presentation on Exercise on Problem Solving and Continuous Improvement	Overall Question and Answer Session Closing Ceremony
17 (Wed.)	(Departure from Japan)	

Remarks:

- (1) The above schedule is subject to change due to the convenience of lecturers and cooperating companies, or for other unavoidable reasons.
- (2) Several group discussion sessions may be arranged in the evening.
- (3) Outside of the above course schedule, participants will have the chance to study through the use of WBT.
- (4) Though Saturday s and Sundays are days off in general, lectures may be scheduled if deemed necessary.

Pre-training Report

- The Quality Control Training Course-
[QCTC]

Please fill in the following items by using a personal computer or similar equipment, or by handwriting in block letters.

1. Your name	
2. Country	
3. Name of company/ organization	
4. Outline of your organization (Please give a brief description or outline of your company/organization. In addition, please also attach a brochure of your company/organization if available)	
5. Your position and name of your department/division (preferably by attaching an organizational chart indicating your position)	
6. Your duties in detail	

<p>7. Present activities for quality improvement in your organization</p>	
<p>8. Most critical problem you are now facing in your quality improvement activities</p>	
<p>9. Your expectations of the program</p>	<ol style="list-style-type: none">1.2.3.

Name	Country
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Questionnaire Level of Comprehension

This questionnaire is not used as a criterion for the selection of participants but to adjust the program to the knowledge of participants. Please indicate the level of your comprehension by checking the appropriate boxes.

Level a : You have ever applied it in your work.

Level b : You know what it is. Or you have ever learned it in school or by yourself.

Level c : You do not know it well. Or you have never heard of it.

No.	Subject	Comprehension			No.	Subject	Comprehension		
		a	b	c			a	b	c
1	Pareto diagram				17	PDCA cycle			
2	Histogram				18	QC circle			
3	Cause & Effect diagram				19	QC story problem solving			
4	Scatter diagram				20	Quality deployment/ Quality function deployment			
5	\bar{X} -R control chart, \bar{X} -Rs control chart				21	Quality table			
6	p chart, pn chart				22	FMEA/FTA			
7	u chart, c chart				23	Design review			
8	Stratification				24	QC process chart			
9	Relation diagram				25	Work (operation) standard			
10	Tree diagram				26	Process capability			
11	Matrix diagram				27	Cost of quality			
12	Normal distribution				28	Management by Policy (Hoshin kanri)			
13	Standard deviation				29	Daily (work) management			
14	3-Sigma rule				30	Cross Functional management			
15	SQC				31	ISO9001			
16	TQM								

WBT	<h1>Practical Tools for QC</h1>	English	
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Objectives

1. To master the basic concepts of quality control.
2. To learn basic statistical quality control techniques, such as the 7 QC tools.
3. To solve problems relating to quality on the manufacturing floor, by mastering the aforementioned concepts and techniques, and to develop the ability to contribute to quality improvements.

Features

1. There are check tests at the beginning of each chapter and proficiency tests at the end, enabling you to check your own ability.
2. You can learn the basics from explanations that use specific case studies and detailed explanations of how to compile graphs.

Content

Chapter	Program	Chapter	Program	Chapter	Program
1	Quality Control Outline	5	Graphs	9	Histograms
2	QC Mind Set	6	Check Sheets	10	Scatter Diagrams
3	Collection of Data for QC	7	Pareto Diagrams	11	Control Charts
4	Stratification	8	Cause-and-Effect Diagrams		

Prerequisites for Participation

Course participants: Those who plan to participate in the QCTC course

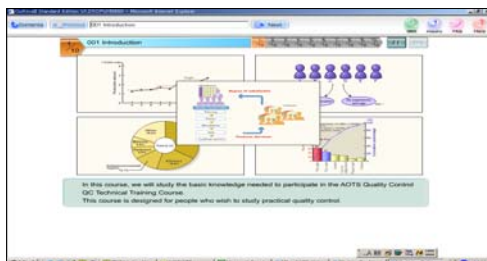
Course period : From one month before the course begins until the end of the course (estimated time to complete the course: 30 hours)

Course fee: Included in the QCTC course participation fee

How to Use the Course

Access the AOTS distance training homepage <http://d-training.aots.or.jp> and login at the menu screen

Sample Screenshots



For further details, please contact us:

THE ASSOCIATION FOR OVERSEAS TECHNICAL SCHOLARSHIP

Training Division, Training Development Department

Tel: 03-3888-8238 Fax: 03-3888-8242

E-mail: mmvtdc@aots.or.jp

<http://d-training.aots.or.jp>

WBT	Practical Tools for QC 2	English	
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Objectives

1. To learn what the Seven Management Tools for QC are, and what data expressed in word is.
2. To learn how to read, use, and make the Seven Management Tools for QC.

Features

1. There are "Review and Summary list" at the end of each chapter, enabling you to check how well you understood the contents of chapter.
2. There are comprehensive tests at the end, enabling you to check how well you have understood how to choose the most appropriate of the Seven Management Tools for QC.

Content

Chapter	Program	Chapter	Program
0	Introduction	4	Tree Diagram
1	The Seven Management Tools for QC	5	Matrix Diagram
2	Affinity Diagram	6	Comprehensive Test
3	Relation Diagram		

Prerequisites for Participation

Course participants: Those who plan to participate in the QCTC course

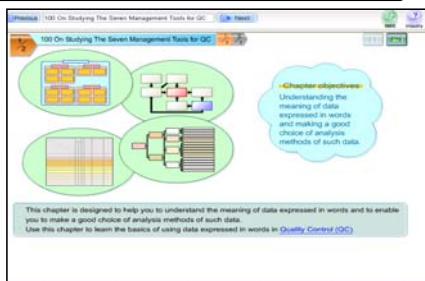
Course period : From one month before the course begins until the end of the course (estimated time to complete the course:30 hours)

Course fee: Included in the QCTC course participation fee

How to Use the Course

Access the AOTS distance training homepage <http://d-training.aots.or.jp> and login at the menu screen

Sample Screenshots



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