

# Program on Quality Management for India (INQM)



For the Cultivation of TQM Facilitators Who Can Promote Systematic Quality Management Activities

20 January - 2 February 2010 (2 weeks) AOTS Kansai Kenshu Center <To Be Determined>

## Aren't you facing any of the following problems at your companies?

- The quality of your company's products just doesn't reach the level required by your clients.
- Initiatives aimed at improving quality just do not permeate as far as the workplace level.
- You want to implement company-wide quality improvement activities, but the managers and leaders who should be at the core of these activities do not function well.

## Course Objectives

Participants can gain the following knowledge and abilities.

- The knowledge of the basic concept of TQM and its practice in Japanese companies.
- The ability to use practical TQM methods in order to solve problems faced in promoting TQM activities.
- The knowledge and know-how required for promoting TQM.

## Target Participants

Middle to senior level managers who is responsible for quality improvement of products or developing and/ or promoting TQM at companies in India.

## Language

All lectures, discussions and company visits will be conducted in English or Japanese with translation into English.

## Course Features: A curriculum focused on enhancing TQM promotion capabilities.

### <First Step>

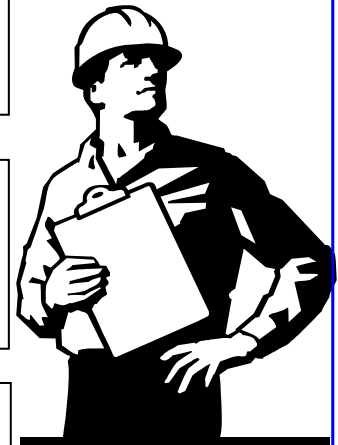
As an introduction, participants will develop an understanding of the ways of thinking about "quality" in TQM, the objectives of quality management, and systems and techniques for promoting quality management. In the subsequent group discussion, participants will summarize and share the problems they face.

### <Second Step>

Participants will learn about policy management, daily management, quality assurance, problem solving, task achievement and QC circle activities. In particular, participants will gain the knowledge required to put this into practice and know-how as a manager through lectures, exercises, company visits, and interaction with the lecturers and people who work at the companies that participants visit. Moreover, subjects such as Human Resource Development for TQM will be covered.

### <Third Step>

As the culmination of the course, participants will summarize and present an individual report as an action plan to be implemented after returning home.



## Training Schedule (Tentative)

Date		
20 Jan. (Wed.)	Orientation / Opening Ceremony	LECTURE: Guide to Total Quality Management
21 Jan. (Thu.)	LECTURE / EXERCISE: Problem Solving for Continual Improvement	
22 Jan. (Fri.)	LECTURE / EXERCISE: Quality Assurance	
25 Jan. (Mon.)	LECTURE / EXERCISE: Task Achievement for Breakthrough	
26 Jan. (Tue.)	LECTURE / EXERCISE: Policy Management/ Daily Management	
27 Jan. (Wed.)	Study Tour	COMPANY VISIT: TQM Promotion 1
28 Jan. (Thu.)		COMPANY VISIT: TQM Promotion 2
29 Jan. (Fri.)		COMPANY VISIT: TQM Promotion 3
1 Feb. (Mon.)	LECTURE: The Roles of a TQM Facilitator	LECTURE: Human Resource Development for TQM
2 Feb. (Tue.)	Final Report Presentation	Overall Q&A Session / Closing Ceremony

— Part of the participation expenses will be covered by subsidy from the Japanese government —

Visit to [http://www.aots.or.jp/eng/t\\_prg\\_j/management/fy/2009/southasia.html](http://www.aots.or.jp/eng/t_prg_j/management/fy/2009/southasia.html) for the Program Outline and Participation Requirement

Closing date for application: **October 2, 2009**

(Applications may be accepted even after this date if there are fewer applicants than we can accept.)

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