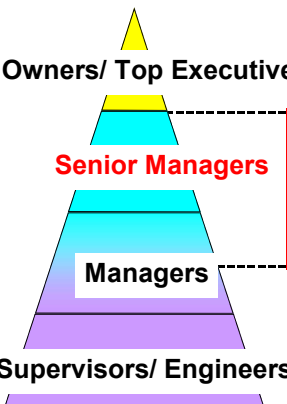


For effective implementation and promotion of TQM

May 25 – June 5, 2009 (2 weeks) at the AOTS Tokyo Kenshu Center (To be determined)

The Positioning of this Course (Target Participants)

AOTS uses the following outline to design courses on quality management, according to the positions of the participants. This course (PQM) has been designed for senior managers with responsibility for improving the quality of products and services as the targets.



Course Name	Target Participants	Aims	Duration
EPQM	Owners/ Top Executives	<Strategy Level> Improving management ability, with a focus on quality	September 2009 (6 days)
PQM	Senior managers/ Middle managers who are expected to play further roles in the future	<Management Level> Improving ability to promote quality management based on the policies of the top managers	May 25–June 5, 2009 (2 weeks)
PQPS	Supervisors/ Engineers	<Operation Level> Learning approaches to and techniques for quality improvement	March 2010 (planned) (2 weeks)

Aims of the Course (Advantages of Course Participation)

The participants can acquire the following knowledge and abilities

- 1) Participants will gain a more profound understanding of the framework and historical background of TQM activities.
- 2) Participants will learn basic theory of quality and management .
- 3) Participants will develop an understanding of knowledge and ways of promoting major elements in TQM activities. including management by policy, daily management, QC circles, quality assurance and quality improvement.
- 4) Participants will learn the key success factors of TQM well-doing companies.
- 5) Participants will gain new insights into the roles and responsibilities of managers in promoting TQM activities.

Program Directors

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)
2004-07 Chairperson of the Deming Application Prize Committee
2000-02 President of the Japan Society for Quality Control

One of the world's most prominent figures in the field of TQM. Involved in TQM research for many years, he has written more than 300 books and essays, including "House of TQM" and "Attractive Quality and Must-Be Quality (the Kano Model)". In particular, he is internationally renowned as the proponent of the Kano Model. He was awarded the 1997 Deming Prize for Individuals and was appointed the 1997 American Statistical Association (ASA) Deming Lecturer; in addition, he received the 2002 American Society for Quality (ASQ) E. Jack Lancaster Medal and 2006 ASQ E. L. Grant Medal.

Mr. Yukihiro Ando

TQM Consultant
Committee Member, Deming Application Prize
Board Member, Asian Network for Quality (ANQ)
Honorary Advisor, Saitama Region QC Circle
Member of the Committee on the Domestic Response to ISO/TC176
Board Member and International Committee Chairman,
Japan Society for Quality Control (2005–2008)
Visiting Professor, the Okuma School of Public Management,
Waseda University (2004–2005)

As a TQM consultant, Mr. Ando has had great success in numerous companies within Japan and overseas, spanning a wide range of industries, from manufacturing industry to the service industry. Of these companies, 23 have received the Deming Prize for Application. He has written many books about TQM (including co-authored books and books on which he has been the supervisory editor). In 1987 and 1997, he was awarded the Nikkei QC Literature Prize.

Language

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

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

Tentative Schedule

Date	Morning Session	Afternoon Session	
May 25 (Mon)	Orientation Opening ceremony	Lecture: Introduction to TQM(1) -Managerial strategies and TQM	Explanation of Group Discussions
26 (Tue)	Lecture: Introduction of TQM (2) -Theory of Quality, "Attractive Quality and Must-be Quality"		Group Discussion 1
27 (Wed)	Lecture: Introduction to TQM (3) -Theory of quality management (PDCA cycle, continuous improvement)		Group Discussion 2
28 (Thu)	Company Visit: Examples of the Promotion of TQM		Group Discussion 3
29 (Fri)	Lecture: TQM Vehicles (1) (Management by policy, daily management, QC Circles)		Group Discussion 4
30 (Sat)	Lecture: TQM Vehicles (2) (Management by policy, daily management, QC Circles)		Group Discussion 5
31 (Sun)	Day off		
Jun 1 (Mon)	Lecture: Quality Assurance		Group Discussion 6
2 (Tue)	Study Tour	Company Visit: Examples of Management by Policy	
3 (Wed)		Company Visit: Examples of QC Circle Activities	
4 (Thu)	Lecture: The Role of Managers in Promoting TQM	Lecture: The Human Aspects of TQM	Group Discussion 7
5 (Fri)	Final Report Presentation	Evaluation of the Program Closing Ceremony	

Acceptance of applications: from December 15, 2008 / Closing date for application: February 27, 2009
(Applications may be accepted even after this date if there are fewer applicants than we can accept.)

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