

The Program for Quality Management Promotion (PQMP)

For effective implementation and promotion of TQM

1 - 21 July 2009 (Three weeks)

at the AOTS Yokohama Kenshu Center (YKC) (To be determined)

Course Objectives

By participating in this program, participants will be able to:

- (1) Deepen their understanding of the framework and historical background to TQM activities,
- (2) Understand the main elements and promotion methods of TQM activities including management by policy, daily management, QC circle activities, quality assurance, and new product development,
- (3) Solve problems and achieve tasks by using basic QC tools and the QC Story,
- (4) Gain new insights into the role and responsibilities of managers in the promotion of TQM activities, and
- (5) Draw action plans to promote TQM activities more effectively at their organizations.

Target Participants

Middle to senior managers who are responsible for quality improvement and/or quality management of their whole organizations (Knowledge of the QC tools is required.)

Language

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

Course Features and Contents

The curriculum has been designed to bring the theory and practice of TQM activities together. Throughout the course, participants will hold group discussions so that they can identify problems in their own organizations for the smooth implementation of TQM activities. Participants will share their own problems with other group members. Furthermore, participants will draft an action plan, which should be designed to suit their own environment. Participants should make their plan as practical and concrete as possible. The extracurricular Web-Based-Training helps participants to study about the seven QC tools and new seven tools for TQC.

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

Tentative Schedule

Date	Morning Session	Afternoon Session
July 1 (Wed)	Orientation/Opening Ceremony	Pre-Training Report Presentation
2 (Thu)	Lecture: Introduction to TQM and the QC Problem-Solving Approach	
3 (Fri)	Lecture: Promotion of TQM and Quality Management	
4 (Sat)	Lecture: Seven Management Tools for Quality Control	Group Discussion -1
5 (Sun)	Day off	
6 (Mon)	Lecture/Exercise: QC Problem-Solving Approach -1	Group Discussion -2
7 (Tue)	Lecture/Exercise: QC Problem-Solving Approach -2	Group Discussion -3
8 (Wed)	Lecture: Quality Management in the Service Industry	
9 (Thu)	Lecture: QC Circle	Company Visit: TQM Activities -1
10 (Fri)	Company Visit: TQM Activities -2	Company Visit: TQM Activities -3
11 (Sat)	Day off	
12 (Sun)	Day off	
13 (Mon)		Company Visit: TQM Activities -4
14 (Tue)	Study Tour	Company Visit: TQM Activities -5
15 (Wed)		Visit: Culture Background of Industry Management in Japan
16 (Thu)	Lecture: New Product Development and Quality Function Deployment	
17 (Fri)	Lecture: Seven Tools for Product Planning	Exchange meeting with QC circle activity promoters in Japan
18 (Sat)	Day off	
19 (Sun)	Day off	
20 (Mon)	Group Discussion -4	Company Visit: Practical Quality Management
21 (Tue)	Final Report Presentation	Evaluation of the Program/Closing Ceremony

Visit to

http://www.aots.or.jp/eng/t_prg_j/management/fy/2009/quality.html for the Program Outline and Participation Requirement

Acceptance of applications: from January 21, 2009

Closing date for application: March 21, 2009

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