

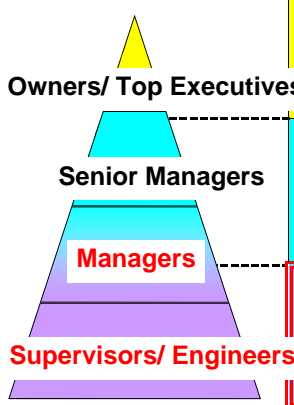
# The Program for Quality Problem Solving (PQPS)

## Approaches to and Techniques for Quality Improvement

November 25 – December 8, 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 (PQPS) has been designed for managers or supervisors in manufacturing industry who wish to acquire practical knowledge of techniques for improving quality and resolving important problems.



	Course	Target Participants	Aims	Duration
Owners/ Top Executives	EPQM	Owners/ Top Executives	<Strategy Level> Improving management ability, with a focus on quality	September 28 - October 3 2009 (6 days)
Senior Managers	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)
Managers				
Supervisors/ Engineers	PQPS	Managers/Supervisors/ Engineers	<Operation Level> Learning approaches to and techniques for quality improvement	November 25 – December 8, 2009 (2 weeks)

### Aims of the Course (Advantages of Course Participation)

- i) Through lectures, case studies and company visits focusing mainly on practical understanding of each step in QC stories, the program seeks to ensure that participants master approaches to and ways of utilizing QC problem solving methods, which are particularly important in TQM.
- ii) The program seeks to ensure that participants improve their own ability to resolve quality problems in their workplaces.
- iii) The program aims to improve the ability of participants to lead and promote problem-solving activities in their workplaces.

\*A curriculum under the supervision of first-ranked lecturers and a great environment for learning will be provided.

### The Instructors

#### 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)  
 Deming Application Prize Committee Member  
 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 and 2006 ASQ E. L. Grant Medal.

#### Senior Lecturer: Mr. Yukihiro Ando

TQM Consultant  
 Deming Application Prize Committee Member  
 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, 22 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.

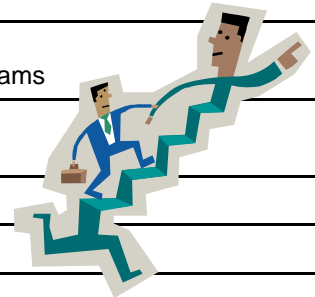
## Language

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

		Morning Session		Afternoon Session
25 Nov.	Wed	Orientation Opening Ceremony	LECTURE: Introduction to TQM The Importance of Problem Solving Activities	LECTURE: "Understanding the Current Situation" and Techniques for This (1) How to Read and Draw a Histogram
26	Thu	LECTURE: Approaches to and Ways of Implementing Problem Solving Exercise (Individual Exercise and Group Exercise)		
27	Fri	LECTURE: "Understanding the Current Situation" and Techniques for This (2) -How to Draw a Control Chart		LECTURE: "Understanding the Current Situation" and Techniques for This (2) -Control Charts (Time Series Graphs) -Exercise / Case Study (Histograms + Control Charts)
28	Sat	Day Off		
29	Sun	Day Off		
30	Mon	LECTURE: "Understanding the Current Situation" and Techniques for This (3) -Check Sheets and Pareto Diagrams		LECTURE: "Analysis" and Techniques for This (1) -Cause-and-Effect Diagrams "Standardization" and Techniques for This
1 Dec.	Tue	COMPANY VISIT 1: Improvement Activities Through QC Circles / Promoting QC Circle Activities		
2	Wed	LECTURE: "Analysis" and Techniques for This (2) -How to Draw a Scatter Diagram -Scatter Diagrams and Stratification		LECTURE: "Analysis" and Techniques for This (3) -Regression analysis
3	Thu	Case Study / Thematic Research: Comprehensive Exercise Using Histograms, Control Charts and Scatter Diagrams		
4	Fri	COMPANY VISIT 2: Problem Solving Case Study		
5	Sat	Day Off		
6	Sun	Day Off		
7	Mon	Test of Level of Understanding	Comprehensive Case Study	
8	Tue	Comprehensive Case Study Group Discussion & Presentation General Questions Regarding Problem Solving Activities		Special Lecture: "Quality Management" Training Evaluation Session and Closing Ceremony



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

Closing date for application: **August 24, 2009**