

The Quality Control Training Course [QCTC]

For cultivating managers who can promote TQM as a system

24 February – 16 March 2010 (3weeks)

at AOTS Kansai Kenshu Center (KKC)<To Be Determined>

Course Objectives

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

- (1) Gain an accurate understanding of the fundamentals of TQM activities practiced by Japanese companies.
- (2) Develop a clear awareness of the roles of managers in promoting TQM activities.
- (3) Develop the ability to make practical use of the mechanisms and techniques required in promoting TQM.

Target Participants

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.

Language

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

Characteristics of the course: Curriculum centered on management techniques

Based on the six pillars of "daily management and management by policy", "new product development", "quality assurance", "production systems", "human resource development" and "problem solving and continuous improvement", this course focuses on the question "Why are Japanese companies strong in the area of quality?". The course incorporates abundant case studies and simulations that will enable participants to put what they have learned on the course into practice immediately after returning home.

Tentative Schedule

Date	Morning Session	Afternoon Session
2/24 Wed.	Orientation / Opening Ceremony	Lecture: Introduction to TQM
25 Thu.	Lecture: Characteristics and Promotion of TQM	Case Study: QC Mindsets and Viewpoints
26 Fri.	Lecture: Daily Management vs. Management by Policy	Case Study: Formulation and Deployment of Policy
27 Sat.	Day off	
28 Sun.	Day off	
3/1 Mon.	Lecture: New Product Development	Case Study: Formulation of "Required Quality Deployment" using QFD
2 Tue.	Lecture: Promotion Procedures of Quality Assurance	Case Study: Formulation of QC Process Charts
3 Wed.	Company Visit: Management by Policy	Company Visit: QC Circles
4 Thu.	Lecture: Establishment of Production Systems	Case Study: Production Systems
5 Fri.	Lecture: Human Resource Development by QC Circles	Case Study: Formulation of QC Circles Revitalization Plan
6 Sat.	Day off	
7 Sun.	Day off	
8 Mon.	Lecture: Process Control and Improvement	
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.	Day off	
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



Visit to 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: October 12, 2009

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