

The Training Course on Practical Solution of Quality-Related Problems (SPQP)

For enhancing practical problem-solving abilities

2 - 15 September 2009 (Two weeks)

at the AOTS Kansai Kenshu Center (KKC)
(To Be Determined)

Course Objectives

By participating in this program, participants will be able to master the steps of the QC Problem-Solving Approach and necessary QC techniques in order to solve quality problems.

Target Participants

Managers or supervisors of an organization

Language

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

Course Features and Contents

Participants do not need knowledge/experience of QC in advance. They will learn basic QC techniques and how to solve problems through lectures and related project exercises like games.
Participants will actually observe excellent examples of QC activities implemented at Japanese companies.

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

Tentative Schedule

Date	Morning Session	Afternoon Session
Sep. 2 (Wed.)	Orientation Opening Ceremony	Lecture: Introduction to TQM
3 (Thu.)	Problem-Solving Viewpoint and Approach - Basic QC concept (Quality first, market-orientation, PDCA, priority-orientation, control based on facts, process control, prevention of problem recurrence, and standardization) - QC Problem-Solving Approach	
4 (Fri.)	Lecture/Exercise: Problem-Solving Steps and Techniques -1 Data compilation, techniques for topic selection and understanding the actual situation (Check sheets, pareto diagrams, and histograms)	
5 (Sat.)	Day off	
6 (Sun.)		
7 (Mon.)	Lecture/Exercise: Problem-Solving Steps and Techniques -2 Techniques for analyzing causes (C-E diagrams, scatter diagrams, process capability, and control charts)	
8 (Tue.)	Lecture/Exercise: Problem-Solving Steps and Techniques -3 Techniques for considering and implementing countermeasures (Tree and matrix diagrams) Techniques for standardizing and establishing control (Control charts, check sheets, and SOPs)	
9 (Wed.)	Company Visit: QC Circle Activities	Company Visit: TQM Activities
10 (Thu.)	Exercise: Project Exercise on Problem-Solving-1 (QC Game)	
11 (Fri.)	Exercise: Project Exercise on Problem-Solving-2 (QC Game)	
12 (Sat.)	Day off	
13 (Sun.)		
14 (Mon.)	Exercise: Project Exercise on Problem-Solving-3 (QC Game)	
15 (Tue.)	Report Presentation on Project Exercise Overall Q&A Session about Problem-Solving Activities	Evaluation of the Program Closing Ceremony