

# The Program for Quality Management Promotion (PQMP)

## For effective implementation and promotion of TQM

16 June - 6 July 2010 (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
June 16 (Wed)	Orientation/Opening Ceremony	Pre-Training Report Presentation
17 (Thu)	Lecture: Introduction to TQM and the QC Problem-Solving Approach	
18 (Fri)	Lecture: Promotion of TQM and Quality Management	
19 (Sat)	Lecture: Seven Management Tools for Quality Control	Group Discussion -1
20 (Sun)	Day off	
21 (Mon)	Lecture/Exercise: QC Problem-Solving Approach -1	Group Discussion -2
22 (Tue)	Lecture/Exercise: QC Problem-Solving Approach -2	Group Discussion -3
23 (Wed)	Lecture: QC Circle	Company Visit: Quality Control Activities -1
24 (Thu)	Company Visit: Quality Control Activities -2	Company Visit: Quality Control Activities -3
25 (Fri)	Lecture: Quality Management in the Service Industry	
26 (Sat)	Day off	
27 (Sun)	Day off	
28 (Mon)		Company Visit: Quality Control Activities -4
29 (Tue)	Study Tour	Company Visit: Quality Control Activities -5
30 (Wed)		Company Visit: Quality Control Activities -6
July 1 (Thu)	Lecture: Seven Tools for Product Planning	Exchange meeting with QC circle activity promoters in Japan
2 (Fri)	Lecture: Quality Function Deployment (QFD)	
3 (Sat)	Day off	
4 (Sun)	Day off	
5 (Mon)	Group Discussion -4	Group Discussion -5
6 (Tue)	Final Report Presentation	Closing Ceremony

Visit to

[http://www.aots.or.jp/eng/t\\_prg\\_j/management/fy/2010/quality.html](http://www.aots.or.jp/eng/t_prg_j/management/fy/2010/quality.html) for the Program Outline and Participation Requirement

**Closing date for application: March 22, 2010**

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