

### 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 (PQM) has been designed for senior managers with responsibility for improving the quality of products and services as the targets.

	Program	Target Participants	Aims	Duration
Owners/ Top Executives	EPQM	Owners/ Top Executives	<Strategy Level> Improving management ability, with a focus on quality	16 - 24 May 2018 (9 days)
Senior Managers	<b>PQM</b>	<b>Senior Managers/ Middle Managers who are expected to play further roles in the future</b>	<b>&lt;Management Level&gt; Improving ability to promote quality management based on the policies of the top managers</b>	<b>20 - 31 August 2018 (2 weeks)</b>
Managers	PQPS	Supervisors/ Engineers	<Operation Level> Learning approaches to and techniques for quality improvement	3 - 14 September 2018 (2 weeks)
Supervisors/ Engineers				

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

By acquiring the following knowledge and abilities through this training course, participants can practice and promote TQM activities in their respective companies.

- 1) The framework for and historical background to TQM activities
- 2) Basic theory of quality and management
- 3) Knowledge and ways of promoting major elements in TQM activities including management by policy, daily management, QC circles, quality assurance and quality improvement
- 4) Key success factors of companies effectively applying TQM
- 5) Roles and responsibilities of managers in promoting TQM activities

### Program Directors

#### Dr. Noriaki Kano

Professor Emeritus, Tokyo University of Science  
 Honorary Chairperson, Asian Network for Quality (ANQ)  
 Chairperson, Selection Committee for Deming Prize for Individuals  
 Board Member, Union of Japanese Scientists and Engineers (JUPE)  
 Honorary member, Japanese Society for Quality Control (JSQC)  
 Honorary Member, International Academy for Quality (IAQ)  
 Honorary Member, the American Society for Quality (ASQ)  
 Foreign Honorary Adviser, China Association for Quality (CAQ)  
 Committee Member, Deming Application Prize (1978 -2010), Chairperson (2004-2007)  
 President (2000-2002), Japanese Society for Quality Control (JSQC)  
 Auditor, Sekisui Chemical Co., Ltd. (2003-2009)  
 Board Director, Komatsu Co., Ltd. (2008-2014)  
 Chair Professor, Chung Yuan Christian University (Taiwan) (2006 -2012)  
 Board Member, Overseas Human Resources and Industry Development Association (HIDA) (2007-2012)

Dr. Kano is a world authority on TQM field. His numerous research results, such as "The House of TQM" and "Attractive Quality and Must-Be Quality (Kano Model)", and "The Task Achieving QC Story" have brought him an international reputation. He has published more than 300 research papers and books. He is renowned throughout the world as the founder of the "Kano Model." He was awarded the 1997 Deming Prize for Individuals by the Deming Prize Committee (JUPE), the 1997 Deming Lecturer by the American Statistical Association (ASA), the 2002 E. Jack Lancaster Medal, the 2006 E. L. Grant Medal by the American Society for Quality (ASQ), the 2009 Distinguished Service Medal, the 2008 Dronacharya Award by Indian Society for Quality (ISQ), and the 2014 A. V. Feigenbaum Lifetime Achievement Medal by Asia Pacific Quality Organization (APQO), and the 2016 presidential Georges Borel Award for international achievements by the European Organization for Quality (EOQ), which is regarded as the best prize in the field of quality in Europe. In 2009, the Kano Quality Award was established by the Technology Promotion Association in Thailand for excellent and successful companies in management based on TQM. In 2010, Ishikawa-Kano Award named after Dr. Kaoru Ishikawa and Dr. Kano has been established by the Asian Network for Quality (ANQ) for individuals who have made great contribution to the development of quality in Asia.

#### Mr. Yukihiro Ando

TQM Consultant  
 Lead Examiner, the Deming Prize Committee  
 Academician, International Academy for Quality (IAQ)  
 Board member, the Japanese Society of Quality Control (JSQC)  
 Honorary Advisor, Saitama Region QC Circle  
 Member of the Committee on the Domestic Response to ISO/TC176

Mr. Yukihiro Ando has been offering his expertise as a TQM consultant for many years to a large number of companies in both manufacturing and service sectors both at home and abroad, of which 25 companies have been awarded the Deming Application Prizes. He is a lecturer for quality management seminars held by organizations such as the Union of Japanese Scientists and Engineers, and has established a reputation as a lecturer who gives practical, enjoyable lectures. He has published many books on TQM. He was awarded the 1987 and 1997 Nikkei QC Literature Prizes, and the 2010 Distinguished Service Award for Promoting Quality Control from the Japan Society for Quality Control. His book published in 2010 "Daily Management - The TQM way" was awarded 2011 Masing Medal from International Academy for Quality.

## Tentative Schedule

Date	Morning Session		Afternoon Session	Evening
20 Aug (Mon)	Orientation, Opening Ceremony	Lecture: Core of TQM(1) Concept of Quality Assurance	Lecture: Core of TQM(2) Implementation of Quality Assurance	Group Discussion Guidance and Group Discussion (1)
21 (Tue)		Lecture: Concept of TQM (1) -Theory of Improvement-	Lecture: Concept of TQM (2) -Theory of Quality Management-	Group Discussion (2)
22 (Wed)		Lecture: TQM Vehicles (1) -QC Circles-	Company Visit: Examples of QC Circle Activities	
23 (Thu)		Lecture: TQM Vehicles (2) -Daily Management-	Lecture: TQM Vehicles (3) -Management by Policy-	
24 (Fri)		Lecture: Concept of TQM (3) -Theory of Quality-	Lecture: Concept of TQM (4) -Overview of TQM-	
25 (Sat)	Day off			
26 (Sun)	Day off			
27 (Mon)		Company Visit: Examples of Quality Assurance		
28 (Tue)	Study Tour	Company Visit: Examples of TQM Promotion	Company Visit: Examples of TQM Promotion	
29 (Wed)		Lecture: The Promotion of TQM	Preparation for Final Report Presentation	
30 (Thu)	Company Visit: Examples of TQM Promotion			
31 (Fri)		Final Report Presentation	Final Report Presentation / Evaluation of the Program	Closing Ceremony

### Language

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

### Quotes from Past Course Participants

The Curriculum covers all aspects of TQM and it has changed my thinking a lot, which is highly appreciable.  
(FY2017 PQM, Pakistan, Motorcycle Manufacturing)

I learned the importance of the human capital for the introduction of TQM through the observation of the staff who are engaged in the introduction of Quality Control and Quality Management in the lectures and company visits.  
(FY2016 PQM, Mexico, IT)

I really enjoyed the study tour (Company visit) so much.  
It was very important for me because I could see all the theory implemented in Japanese companies.  
(FY2015 PQM, Argentina, Constructions Materials Industry)

They are the best in the world.  
I'm very grateful for the opportunity to be educated in the Japanese methods of Quality.  
(FY2014 PQM, Mexico, Textile Industry)

This course is the place for creative good leaders with good leadership.  
AOTS plays a vital role in Quality Management all over the world by arranging such a program.  
(FY2013 PQM, Bangladesh, Steel Industry)

Regarding TQM implementation, it is very useful and efficient for every Business.  
(FY2012 PQM, Peru, Textile Industry)

TQM brings a big progress to service industries, too. Besides, responsibility and corporative attitude of AOTS staffs are the very example of daily implementation of TQM.  
(FY2011 PQM, Sudan, Service Industry)



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



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Visit [http://www.aots.jp/jp/ikusei/management/files/18pqm\\_e.pdf](http://www.aots.jp/jp/ikusei/management/files/18pqm_e.pdf)  
for the Program Outline and Participation Requirement.

**Application Deadline: 19 June 2018 (Tue)**



Program Outline