

The Program for Quality Management [PQM]

- For effective implementation and promotion of TQM -

4 – 17 September 2019 (2weeks)

AOTS Tokyo Kenshu Center <To be determined>

Course Features and Contents

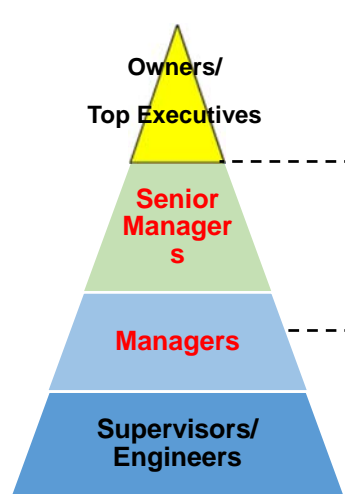
By acquiring the following knowledge and abilities through this training course, participants can practice and promote TQM activities in their respective companies.

- 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

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	10 - 23 July 2019 (9 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	4 -17 September 2019 (2 weeks)
Managers	PQPS	Supervisors/ Engineers	<Operation Level> Learning approaches to and techniques for quality improvement	16 - 23 September 2019 (2 weeks)
Supervisors/ Engineers				

Course Directors

Dr. Noriaki Kano

Professor Emeritus,
Tokyo University of Science

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.

Mr. Yukihiro Ando

TQM Consultant
Lead Examiner,
the Deming Prize Committee

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 has published many books on TQM.

Tentative Schedule

Date		Morning Session		Afternoon Session	Evening
4 Sept	(Wed)	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)
5	(Thu)	Lecture: Concept of TQM (1) -Theory of Improvement-		Lecture: Concept of TQM (2) -Theory of Quality Management-	Group Discussion (2)
6	(Fri)	Lecture: TQM Vehicles (1) -QC Circles-		Company Visit: Examples of QC Circle Activities	
7	(Sat)	Day off			
8	(Sun)	Day off			
9	(Mon)	Lecture: TQM Vehicles (2) -Daily Management-		Lecture: TQM Vehicles (3) -Management by Policy-	
10	(Tue)	Lecture: Concept of TQM (3) -Theory of Quality-		Lecture: Concept of TQM (4) -Overview of TQM-	
11	(Wed)	Study Tour	Company Visit: Examples of Quality Assurance		
12	(Thu)		Company Visit: Examples of TQM Promotion	Company Visit: Examples of TQM Promotion	
13	(Fri)	Lecture: The Promotion of TQM		Preparation for Final Report Presentation	
14	(Sat)	Day off			
15	(Sun)	Day off			
16	(Mon)	Company Visit: Examples of TQM Promotion			
17	(Tue)	Final Report Presentation		Final Report Presentation / Evaluation of the Program	Closing Ceremony

Language

All lectures, discussions, company visits and exercises 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 -

Application Deadline: 1 July 2019 (Mon)



E-mail

[Contact Information]

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