

## Executive Program on Quality Management by Dr. Kano ; EPQM

While targeted at corporate executives, this training course teaches how to apply TQM concepts and methods to improve customer satisfaction through better product quality and services, and thus help envisioning the strategies for sustainable corporate growth.

### Special Features

- Direct lectures and discussions presided over by a faculty of the world's leading experts on QC, let alone Dr. Kano.
- Exclusive visits to *Gemba* normally disclosed to the public and listening to the experience of Japanese corporate executives
- Individual consultations by the faculty members to help solving the participants' own problems.

### Length of Course

- 9 days

### Language

- English



### Program Director; Dr. Noriaki Kano Professor Emeritus, Tokyo University of Science



Dr. Kano is the 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".

### Hierarchical system of QC training

Ranked as one of the highest of AOTS training programs, this course is aimed at high class executives. The AOTS offers a series of QC training programs financed by government subsidy as shown right.

