

For CEOs and top managements at companies promoting TQM

Lectures by TQM authorities

**AOTS Executive Program**



**on Quality Management**

**by Dr. Kano**

AOTS-EPQM X500-7

**9-day intensive program**

**from 3 to 11 June 2020**

The opportunity to learn the excellent operation and HR development in Japanese manufacturing.  
**Quality-oriented management will improve customer satisfaction and profitability.**

TQM (Company-Group-Wide Total Quality Management) is meant to implement a management strategy that can improve customer satisfaction through increases in both product and service quality. And such a strategy is possible to achieve both customer delight and sustainable corporate growth. Considering today's globalization, TQM is essential to all companies, no matter what industry your company is. This program is specifically designed for corporate top managers and executives who wish to introduce or better utilize TQM at your company.

#### Lectures by world-class authority

Lectures by Dr. Noriaki Kano, as an advocator of the "Kano Model" and The Chairman of the Deming Prize for Individuals Selection Committee.

#### Having experiences in excellent TQM activities

Visits to companies which won the Deming Grand Prizes to observe the place which is not usually open to visitors and listen to manager's talk about their experiences.

#### Worldwide networking with business persons

The program where top managers and executives from around the world participate will provide great networking opportunities.

This program is carried out by AOTS with **60 years** experience in human resource development.

AOTS as an organization for human resources development has been conducting various types of training programs for 60 years. All lectures, company visits, and exercises will be conducted in English or Japanese with translation into English.

**AOTS**

**The Association for Overseas Technical Cooperation and Sustainable Partnerships**

# Practical program consisting of a combination of lectures and visits to excellent companies

**Schedule:** from 3 to 11 June 2020 AOTS Tokyo Kenshu Center (TKC)

## Comprehensive understanding of TQM

Direct lectures by world-renowned lecturers

## Encounter with real-life cases

Visits Talks by top managers

## Networking with lecturers and participants

Orientation, ceremonies, presentations Discussions Individual consultations

June	Morning Session	Afternoon Session	Evening Session
2(Tue)	Arrival in Japan		
3(Wed)	<b>Orientation/Opening Ceremony</b> <b>Lecture: Business and TQM</b>	<b>Lecture: Quality Assurance</b>	<b>Individual Consultation(1)</b>
4(Thu)	<b>Special Lecture (from a Company Top Management)</b> <b>The essence of management(s) promoting TQM</b>	<b>Lecture: Improvement Activities</b>	<b>Individual Consultation(2)</b>
5(Fri)	<b>Lecture: Quality Innovation and Strategic Management by Policy</b>	<b>Lecture: Quality Theory</b>	<b>Individual Consultation(3)</b>
6(Sat)	<b>Lecture: TQM Vehicles (1)</b> <b>- Overview / Daily Management -</b>	<b>Lecture: TQM Vehicles (2)</b> <b>- Policy Management / CFM -</b>	
7(Sun)	Transfer (Tokyo→Nagoya)		
8(Mon)	<b>Visit: Toyota Motor Corporation</b> <b>- TQM Activities in the Automobile Industry</b>	<b>Visit and Lecture (from a Company Top Management)</b> <b>: Toyota Plant, Aiphone Co., Ltd.</b> <b>- Defiant Strategy &amp; TQM -</b>	Transfer(Nagoya→Tokyo)
9(Tue)	<b>Lecture: TQM Vehicles (3)</b> <b>- QC Circles -</b>	<b>Visit: Hitachi Automotive Systems, Ltd.</b> <b>- QC circle -</b>	
10(Wed)	<b>Lecture: Introduction and Promotion of TQM</b>	<b>Presentation (1)</b>	
11(Thu)	<b>Presentation (2)</b>	<b>Overall Questions &amp; Answers Session</b>	<b>Closing Ceremony</b>
12(Fri)	Departure from Japan		
Remarks: (1) The above schedule is subject to change for the convenience of lecturers and cooperating companies, or for other unavoidable reasons. (2) Several group discussion sessions will be arranged in the evening. (3) Because this program teaches the essence of TQM in nine days, please understand the schedule is very tight.			

## ◆ PARTICIPATION FEES

**496,700 yen/participant (including tax)**

**Due date for application: 3<sup>rd</sup> April 2020**

**Early bird discount: - 40,000yen (by 20 Feb 2020)**

**Breakdown** 400,000yen as the participation fee  
 96,700yen for accommodation (for 10 nights including 3 meals a day)  
 Accommodation: AOTS Tokyo Kenshu Center  
 (You can stay outside of TKC if you want. We will offer another hotel plan).

Number of admitted participants

**25** people

If the applicant is a CEO, president, director, CTO or a person in an equivalent position in a company that produces products or services, an early discount will apply. In some cases, screening and selection procedures are required to apply early bird discounts. Although a person in an advisory business like consultants are also included in early bird discount, a person in industries dealing with quality such as manufacturing, systems, and services will be given higher priority. Participation by all applicants is not guaranteed.

## World-class TQM authorities are involved in planning and teaching



### 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." He was awarded the 1997 Deming Prize for Individuals by the Deming Prize Committee (JUSE), 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

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.

Further Contact: The Association for Overseas Technical Cooperation and Sustainable Partnerships [AOTS]

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Details are here: [under preparing](#)

**AOTS NGC**