



TOTAL
QUALITY
MANAGEMENT



Focus
on
Quality

The Program for Quality Management [PQM]

~ For effective implementation and promotion of TQM ~

Course Director:

Dr. Noriaki KANO

Professor Emeritus, Tokyo University of Science

Honorary Chairperson, Asian Network for Quality (ANQ), Chairperson, Selection Committee for Deming Prize for Individuals (2011-2021), Honorary President, 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), Auditor, Sekisui Chemical Co., Ltd. (2003-2009)

Mr. Yukihiro ANDO

TQM Consultant

Lead Examiner, the Deming Prize Committee, Academician, International Academy for Quality (IAQ), Board Member, the Japanese Society for Quality Control (JSQC)

- Duration: 7 – 20 February 2024 (2 weeks)
- Venue: AOTS Tokyo Kenshu Center, Japan
- Target: Senior manager responsible for improving the quality of product or services with, in principle, more than 1 year of experience in quality control and quality management
- Fee: This program is **partly subsidized by Japanese Government**. Please see Program Outline for details.

***Application Deadline: 21 November 2023 (Tue.)**

Inquiry

Overseas Cooperation Group, The Association for Overseas Technical Cooperation and Sustainable Partnerships [AOTS]

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■ Aims of the Course ■

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
	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	7 - 20 February 2024 (2 weeks)
	PQPS	Supervisors/ Engineers	<Operation Level> Learning approaches to and techniques for quality improvement	28 February - 12 March 2024 (2 weeks)

Course Itinerary

***All lectures, discussions and project company visits will be conducted in English or Japanese with English interpretation.**

Date	Morning	Afternoon	Evening
7 Feb (Wed.)	Orientation / Opening Ceremony	L: Core of TQM (1) -Concept of Quality Assurance	Group Discussion Guidance and Group Discussion (1)
8 (Thu.)	L: Concept of TQM (2) -Theory of Improvement	L: Concept of TQM (3) -Theory of Quality Management	Group Discussion (2)
9 (Fri.)	L: Lecture: TQM Vehicles (1) -QC Circles-	V: Examples of QC Circle Activities	-
10 (Sat.)	Day Off		
11(Sun.)	Day Off		
12 (Mon.)	L: TQM Vehicles (2) - Daily Management	L: TQM Vehicles (3) - Management by Policy	-
13 (Tue.)	L: Concept of TQM (4) -Theory of Quality	L: Core of TQM (2) -Implementation of Quality Assurance	-
14 (Wed.)	L: Introduction to Quality Control in Service Industry	L: The Promotion of TQM	-
15 (Thu.)	Study Tour	V: Examples of Quality Assurance	-
16 (Fri.)		V: Examples of TQM Promotion (1) V: Examples of TQM Promotion (2)	-
17 (Sat.)	Day Off		
18 (Sun.)	Day Off		
19 (Mon.)	V: Examples of TQM Promotion (3)		-
20 (Tue.)	Final Report Presentation	Final Report Presentation / Evaluation of the Program	Closing Ceremony

AOTS Tokyo Kenshu Center:

Training facility with
accommodation (meals provided)
(Address: 30-1, Senju-azuma 1-
chome Adachi-ku, Tokyo, Japan)

