

AOTS The Executive Program for Quality Management (EPQM)

September 12 – 17, 2011 (6 days) at the AOTS Tokyo Kenshu Center (To be determined)

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 (EPQM) has been designed for owners who are at the center of management or top executives who are responsible for quality development and quality management throughout the organization as the targets.

	Course Name	Target Participants	Aims	Duration
Owners/ Top Executives	EPQM	Owners/ Top Executives	<Strategy Level> Improving management ability, with a focus on quality	September 12-17, 2011 (6 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	May 19-Jun 1, 2011 (2 weeks)
Managers	PQPS	Supervisors/ Engineers	<Operation Level> Learning approaches to and techniques for quality improvement	August 24-September 6, 2011 (2 weeks)
Supervisors/ Engineers				

Objective

The objective of this course is to promote changes in the ways of thinking of top managers who are trying to make use of TQM (Company-Group-Wide Total Quality Management) in order to realize business strategies for enhancing customer satisfaction and delight, through the improvement of the quality of products and services, and achieving sustainable corporate growth.

Features

This program consists of lectures from academics who are global authorities on TQM and tales of the experience of management executives at companies renowned for their excellence in the quality field, as well as workshops and visits to companies. The lectures will introduce the frameworks and characteristics of TQM activities, as well as the cultural aspect of TQM. Moreover, the lectures will provide instruction on policy management, which is an indispensable tool to realize customer-focussed business strategies, while also incorporating practical exercises. Furthermore, participants will visit companies that have achieved excellence in quality at the global level, and will listen to lectures from senior managers and participate in exchanges of ideas with them concerning the role of top managers and business strategies that utilize TQM.

Language

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

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

Date	Morning Session	Afternoon Session	Evening Session
12 Sep. (Mon.)	Opening Ceremony Lecture: Business and TQM	Lecture: Quality Innovation and Strategic Management by Policy	
13 Sep. (Tue.)	Lecture: Quality Management	Lecture: Quality Assurance	
14 Sep. (Wed.)	Lecture: TQM Vehicles (1) - Overview / Policy Management -	Lecture: TQM Vehicles (2) - Daily Management / QC Circles / CFM -	Transfer (Tokyo→Nagoya)
15 Sep. (Thu.)	Company Visit: -TQM Activities in the Automobile Industry-	Company Visit & Lecture (from a Company Top Executive): - TQM Promotion in the Electronics Industry	Transfer (Nagoya →Tokyo)
16 Sep. (Fri.)	Lecture (from a Company Top Executive): The Mission of Top Management for TQM Promotion (1)	Lecture (from a Company Top Executive): The Mission of Top Management for TQM Promotion (2)	Friendship Meeting
17 Sep. (Sat.)	Lecture/Discussion: Introduction and Promotion of TQM Wrap up Discussion	Lecture/Discussion (contd.): Introduction and Promotion of TQM Wrap up Discussion Closing Ceremony	

*Because this program teaches the essence of TQM in six days, please understand the schedule is very tight.

Program Director/ Program Planning Committee Member

Dr. Noriaki Kano

Professor Emeritus, Tokyo University of Science
Board Member, Komatsu Co., Ltd.
Honorary Chairperson, Asian Network for Quality (ANQ)
Committee Member, Deming Application Prize
Academician, International Quality Academy
Board Member, Association for Overseas Technical
Scholarship (AOTS)
Board Member, Union of Japanese Scientists and
Engineers (JUSE)
President, Japan Society for Quality Control (2000 - 2002)
Chairperson, The Deming Application Prize Committee (2004 –
Auditor, Sekisui Chemical Co., Ltd. (2003-2009)

Dr. Noriaki Kano is one of the most prominent figures in the TQM field in Japan. His numerous research results, such as “The House of TQM”, “Attractive Quality and Must-Be Quality (Kano Model)”, and “The Task Achieving QC Story” have brought him a global 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) and the 2002 E. Jack Lancaster Medal and the 2006 E. L. Grant Medal by the American Society for Quality (ASQ). In 2010, Ishikawa-Kano Award named after Dr. Kano has been established by the Asian Network for Quality (ANQ).

As industrialization progresses, the importance of “quality management” focused on quality increases. Based on my experience in providing instruction in TQM at many companies in Japan, Asia, the USA and Europe, and as Senior Lecturer on the “AOTS Program for Quality Management (PQM)”, which has been implemented for over 30 years, I will talk about TQM as it has developed in Japan to those in the top echelons of management, who are involved at its very core. I will be delighted if this course leaves the top managers who have participated in it with an understanding of the importance of spearheading activities, in order to successfully develop the quality of products and services.

Program Planning Committee Members / Lecturers

Mr. Yukihiro Ando

TQM Consultant
Lead Examiner, the Deming Prize Committee
Board member, Asian Network for Quality (ANQ)
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. As well as serving as coordinator of the “AOTS Program for Quality Management” (PQM) for many years, he is a lecturer for quality management seminars held by organizations such as the Union of Japanese Scientists and Engineers (JUSE), 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. He was awarded the 2010 Distinguished Service Award for Promoting Quality Control from Japan Society for Quality Control

Visit to http://www.aots.or.jp/eng/t_prg_j/management/fy/2011/quality.html for the Program Outline and Participation Requirement

Closing date for application: July 4, 2011