

The Quality Control Training Course [QCTC]

For cultivating managers who can promote TQM as a system

14 September – 4 October 2011 (3weeks)

at AOTS Kansai Kenshu Center (KKC) <To Be Determined>

Course Objectives

By participating in this program, participants will be able to:

- (1) Gain an accurate understanding of the fundamentals of TQM activities practiced by Japanese companies.
- (2) Develop a clear awareness of the roles of managers in promoting TQM activities.
- (3) Develop the ability to make practical use of the mechanisms and techniques required in promoting TQM.

Target Participants

Managers and/or staff who are responsible for the promotion of TQM/quality control activities at manufacturing companies, with a basic knowledge of the seven QC tools.

Language

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

Characteristics of the course: Curriculum centered on management techniques

Based on the six pillars of "daily management and management by policy", "new product development", "quality assurance", "production systems", "human resource development" and "problem solving and continuous improvement", this course focuses on the question "Why are Japanese companies strong in the area of quality?". The course incorporates abundant case studies and simulations that will enable participants to put what they have learned on the course into practice immediately after returning home.

Tentative Schedule

Date	Morning Session	Afternoon Session
9/14 Wed.	Orientation / Opening Ceremony	Lecture: Introduction to TQM
15 Thu.	Lecture: Promotion of TQM, QC Mindsets and Viewpoints	Case Study: QC Mindsets and Viewpoints
16 Fri.	Lecture: Daily Management vs. Management by Policy	Case Study: Formulation and Deployment of Policy
17 Sat.	Day off	
18 Sun.	Day off	
19 Mon.	Lecture: New Product Development	Case Study: Formulation of "Required Quality Deployment" using QFD
20 Tue.	Lecture: Promotion Procedures of Quality Assurance	Case Study: Formulation of QC Process Charts
21 Wed.	Company Visit: Management by Policy	Company Visit: QC Circles
22 Thu.	Lecture: Establishment of Production Systems	Case Study: Production Systems
23 Fri.	Lecture: Human Resource Development by QC Circles	Case Study: Formulation of QC Circles Revitalization Plan
24 Sat.	Day off	
25 Sun.	Day off	
26 Mon.	Lecture: Process Control and Improvement	
27 Tue.	STUDY TOUR	Company Visit: Example of the Production System at a Japanese Company
28 Wed.		Company Visit: Example of TQM Promotion at a Japanese Company
29 Thu.		Company Visit: Example of QC Circle Activities at a Japanese Company
30 Fri.	Exercise: Problem Solving and Continuous Improvement (QC Game)	
10/1 Sat.	Day off	
2 Sun.	Day off	
3 Mon.	Exercise: Problem Solving and Continuous Improvement (QC Game)	
4 Tue.	Presentation on Exercise on Problem Solving and Continuous Improvement	Overall Question and Answer Session Closing Ceremony



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

(Applications may be accepted even after this date if there are fewer applicants than we can accept.)