

The Program for Quality Problem Solving [PQPS]

- Approaches to and Techniques for Quality Improvement -

16 – 27 September 2019 (2weeks)

AOTS Tokyo Kenshu Center <To be determined>

Aims of the Course (Advantages of Course Participation)

- 1) Through lectures and case studies focusing on practical understanding, the program seeks to ensure that participants master approaches to the ways of utilizing QC problem-solving methods, which are indispensable as a basis of TQM.
- 2) The program seeks to ensure that participants improve their own ability to resolve quality problems in their workplaces.
- 3) The program aims to improve the ability of participants to lead and promote problem-solving activities in their workplaces.

***A curriculum under the supervision of first-ranked lecturers and a great environment for learning will be provided.**

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 (PQPS) has been designed for managers/supervisors and engineers who wish to acquire practical knowledge of techniques for improving quality and resolving important problems.

	Program	Target Participants	Aims	Duration
Owners/ Top Executives	EPQM	Owners/ Top Executives	<Strategy Level> Improving management ability, with a focus on quality	5 - 13 June 2019 (9 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	4 -17 September 2019 (2 weeks)
Managers				
Supervisors/ Engineers	PQPS	Supervisors/ Engineers	<Operation Level> Learning approaches to and techniques for quality improvement	16 - 23 September 2019 (2 weeks)

Course Directors

Senior Course Director

Dr. Noriaki Kano

Professor Emeritus,
Tokyo University of Science

Dr. Kano is a 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.

Course Director

Mr. Yukihiro Ando

TQM Consultant
Lead Examiner,
the Deming Prize Committee

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 has published many books on TQM.

Course Director

Dr. Masaaki Kaneko

Associate Professor, Department of
Management Systems Engineering,
School of Information and
Telecommunication Engineering,
Tokai University

Dr. Masaaki Kaneko has been engaged in his research at universities, specialized in Quality Control and TQM. He has won the Research Recognition Award by the Japanese Society for Quality Control (JSQC) four times, and the Best Paper Award by the Asian Network for Quality (ANQ) three times. He is also a representative of JSQC and a member of its international committee.

Tentative Schedule

Date		Morning Session		Afternoon Session	Evening
16 Sep.	Mon	Orientation Opening Ceremony	LECTURE: Course Overview / Introduction to TQM The Importance of Problem Solving Activities	LECTURE & EXERCISE: Approaches to and Ways of Implementing Problem Solving	
17	Tue	LECTURE & EXERCISE: "Observation" and Techniques - Check Sheets and Pareto Diagrams		LECTURE & EXERCISE: "Analysis" and Techniques -Cause-and-Effect Diagrams LECTURE & EXERCISE: "Standardization" and Techniques	
18	Wed	COMPANY VISIT: - Case Study of Promoting Improvement Activities			
19	Thu	LECTURE & EXERCISE: Instructions for Statworks "Observation" and Techniques - How to Read and Draw a Histogram		LECTURE & EXERCISE: "Observation" and Technique - How to Read and Draw a Histogram	
20	Fri	LECTURE & EXERCISE: "Analysis" and Techniques - How to Draw a Scatter Diagram/ Stratification		LECTURE & EXERCISE: "Analysis" and Techniques - Regression Analysis EXERCISE: Combined Exercise -1 - Histogram and Scatter Diagrams	LECTURE: Introduction of actual QM Research -1
21	Sat	Day Off			
22	Sun	Day Off			
23	Mon	LECTURE & EXERCISE: "Observation" and Techniques - Control Charts		LECTURE & EXERCISE: "Observation" and Techniques - Control Charts	LECTURE: Introduction of actual QM Research -2
24	Tue	EXERCISE: Combined Exercise -2 - Histogram and Control Charts		LECTURE & EXERCISE: -Introduction of Company Visit -Pre-Discussion of Company Visit	Study Tour (Move to visiting city)
25	Wed	COMPANY VISIT: -Problem Solving Case Study			Back to TKC
26	Thu	EXERCISE: Comprehensive Case Study -Guidance to the Case Study		EXERCISE: Comprehensive Case Study -Preparation for Reports by group	
27	Fri	EXERCISE: Comprehensive Case Study -Presentation/ Q and A		LECTURE: Special Lecture "Advanced Quality Theory"/ Training Evaluation Session and Closing Ceremony	

Language

All lectures, discussions, company visits and exercises 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 -

Application Deadline: 16 July 2019 (Tue)



E-mail

[Contact Information]

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