

AOTS Webinar Introduction of TQM

Organized by The Association for Overseas Technical Cooperation and Sustainable Partnerships (AOTS)
Collaborated by AOTS Overseas Alumni Societies

BACKGROUND

The Association for Overseas Technical Cooperation and Sustainable Partnerships (AOTS) is an organization for human resources development mainly in overseas countries to promote technical cooperation through training, experts dispatch and other programs. We usually invite overseas trainees to Japan and implement two-week management training programs using a subsidy from the Japanese Government, but due to the global spread of COVID-19 this year, it is impossible for us to do so. "Introduction of TQM" is one of online seminars (webinar) of the management training program as a new way, for all developing countries which enables the participants to learn the essence of the topic safely at home.

OUTLINE

This webinar is designed for participants to understand the introduction of TQM, which aims for "Attractive Quality" by improving product quality and service, from "Must-be Quality", through "Kano Model", which is highly evaluated worldwide. Participants should understand through case studies the importance of problem solving in order to realize attractive quality creation that meets the potential demands of customers.

OBJECTIVES

We aim to achieve the following goals for company owners, executives, middle and upper level managers and supervisors in the developing countries.

- 1) To understand historical change of quality as competitive advantage.
- 2) To understand the importance for pursuing from "Must-Be Quality" to "Attractive Quality".
- 3) To develop participants' capacity to lead the management that realizes attractive creation.

DATE AND TIME

17 February, 2021 8:00AM-11:00AM (Japan Standard Time) (Program Code: OROP08)
Main target area: Latin America

* Please check the webinar start time in your country with **[Table 1] TIME DIFFERENCE WITH JAPAN IN THE TARGET ZONE** or ask it to the AOTS Alumni Society in the leaflet.

TARGET COUNTRIES

All Developing Countries

*Please refer to **[Table 2] LIST OF TARGET COUNTRIES** for details.

NUMBER OF PARTICIPANTS

200 persons (Main target area: Latin America)

TARGET PARTICIPANTS

Company owners, executives, middle and upper level managers and supervisors in target countries.

[Basic Requirements for Participants]

In order to participate in the management training, the following conditions must be satisfied, in addition to the work experience and position requirements specified for each program.

- a) Participants should live and work in target countries. Japanese is NOT applicable.
- b) Participants should belong to either corporation or organization.
- c) Participants should be 20 years old and over.
- d) Participants should have enough English language ability so as to be able to understand the program content.
- e) Participants should not be armed forces personnel.

THEME OF THE WEBINAR

- 1) The historical change of quality as competitive advantage
- 2) The Importance for pursuing from “Must-Be Quality” to “Attractive Quality”
- 3) Management to realize attractive quality creation

LECTURER

Dr. Noriaki Kano

Professor Emeritus, Tokyo University of Science
Honorary Chairperson, Asian Network for Quality (ANQ)
Chairperson, Selection Committee for Deming Prize for Individuals
Board Member, Union of Japanese Scientists and Engineers (JUSE)
Honorary Member, 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)
Principal Counselor, Indian Society for Quality (ISQ)

Dr. Kano is one of the most prominent figures in the Quality field in the World. He is worldly famous for his research such as “Attractive Quality and Must-Be Quality” or this is called as “Kano Model”, “the Task Achieving QC Story” and “the House of TQM”.

The most honorable achievement is the Honorary Member of American Society for Quality(ASQ) that was bestowed as 26th in 2014 in over 67 years of ASQ’s history. Other selected members are eminent such as Dr. William Edwards Deming, Dr. Joseph Moses Juran and Dr. Kaoru Ishikawa. In addition to these great achievements, he was awarded 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. With this award, he has unprecedentedly achieved to win all the three highest Quality Awards for individuals in Japan, in the US and in Europe, respectively.

LANGUAGE

The webinar will be conducted in **English**.

PARTICIPATION FEE

Free. This webinar will be implemented with the subsidy from the Japanese Government and sponsored by **AOTS Alumni Societies** in target countries.

HOW TO APPLY

Please e-mail the attached application form to the person in charge of the Alumni Society in the leaflet by the deadline.

If no AOTS Alumni Society exists in your country (region), please apply through the AOTS Alumni Society in your nearest area.

For the list of AOTS Alumni Societies, please visit <https://www.aots.jp/en/alumni/about/>.

APPLICATION DEADLINE

Friday, 29 January 2021 (Japan Time)

*After the deadline, the applicants will be notified as to whether you are accepted or not by e-mail from the Alumni Society in your area.

*This deadline is for both of days.

METHOD

Cisco Webex Events (Online Event System)

* When you are selected as a participant, you will receive an email for registration. Please register for the webinar by clicking on the link in the email by the deadline. After registering, the registrant will receive a confirmation e-mail with the webinar link.

* The above emails will be sent to all the participants from the Webex System. If you do not receive these emails, please contact AOTS Alumni Society you applied for.

*Participants are requested to install the Webex Meetings App in his/her PC or smartphone beforehand for smooth participation in the webinar. Please download the app from the following link:

<https://www.webex.com/downloads.html>

NOTES

AOTS certificate is not awarded for this webinar.

- ✧ Personally identifiable information provided by the participant will not be used for any purpose other than conducting the webinar without the consent of the participants.
- ✧ Participants shall not reproduce, distribute, or alternate the distributed lecture materials or film the webinar without prior permission from AOTS. Participants are asked to make a pledge not to commit any violation.
- ✧ In the event of an unavoidable accident (war, riot, labor dispute, earthquake, storm, fire, flood, epidemic, etc.) or network / equipment trouble, AOTS may cancel the implementation of the webinar.
- ✧ Do not transfer the meeting information (meeting link/number/password) given to the participants to anyone other than the participants without permission.
- ✧ Use only one device per participant.
- ✧ AOTS will not be held responsible if it becomes difficult for participants to participate in or continue to participate in the webinar due to an unavoidable accident or network/equipment trouble.

Inquiry

The Association for Overseas Technical Cooperation and Sustainable Partnership
Overseas Cooperation Group

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[Table 1] TIME DIFFERENCE WITH JAPAN IN THE TARGET ZONE
(Only countries with AOTS Alumni Societies are listed.)

Country (Region)	Time difference with JST () indicates the time difference during daylight savings time.
Mongolia (Ulaanbaatar)	JST - 01:00
Malaysia	JST - 01:00
Philippines	JST - 01:00
Cambodia	JST - 02:00
Indonesia (Jakarta)	JST - 02:00
Thailand	JST - 02:00
Viet Nam	JST - 02:00
Myanmar	JST - 02:30
Bangladesh	JST - 03:00
Nepal	JST - 03:15
India	JST - 03:30
Sri Lanka	JST - 03:30
Pakistan	JST - 04:00
Iran	JST - 05:30 (JST- 4:30)
Georgia	JST - 05:00
Ethiopia	JST - 06:00
Kenya	JST - 06:00
Tanzania	JST - 06:00
Turkey	JST - 06:00
Egypt	JST - 07:00
Zambia	JST - 07:00
South Africa	JST - 07:00
Sudan	JST - 07:00
Cameroon	JST - 08:00
Nigeria	JST - 08:00
North Macedonia	JST - 08:00 (JST - 07:00)
Ghana	JST - 09:00
Argentina	JST - 12:00
Brazil (Sao Paulo, Rio de Janeiro)	JST - 12:00 (JST - 11:00)
Bolivia	JST - 13:00
Paraguay	JST - 13:00 (JST - 12:00)
Venezuela	JST - 13:00
Peru	JST - 14:00
Mexico (Mexico City, Monterrey)	JST - 15:00 (JST - 14:00)

[Table 2] LIST OF TARGET COUNTRIES

Applicants should be residing in the following countries.

Asia (24)	Oceania (15)	Middle East (8)	Europe (10)
Afghanistan	Fiji	Armenia	Albania
Bangladesh	Kiribati	Azerbaijan	Belarus
Bhutan	Marshall Islands	Georgia	Bosnia and Herzegovina
Cambodia	Micronesia	Iraq	Kosovo
India	Nauru	Jordan	Moldova
Indonesia	Niue	Lebanon	Montenegro
Iran*	Palau	Syrian Arab Republic	North Macedonia
Kazakhstan	Papua New Guinea	Yemen	Serbia
Kyrgyzstan	Samoa		Turkey
Laos	Solomon Islands		Ukraine
Malaysia	Tokelau		
Maldives	Tonga		
Mongolia	Tuvalu		
Myanmar	Vanuatu		
Nepal	Wallis and Futuna		
Pakistan			
Philippines			
Sri Lanka			
Tajikistan			
Thailand			
Timor-Leste			
Turkmenistan			
Uzbekistan			
Viet Nam			

Africa (54)		Latin America (28)	
Algeria	Liberia	Antigua and Barbuda	Guyana
Angola	Libya	Argentina	Haiti
Benin	Madagascar	Belize	Honduras
Botswana	Malawi	Bolivia	Jamaica
Burkina Faso	Mali	Brazil	Mexico
Burundi	Mauritania	Colombia	Montserrat
Cabo Verde	Mauritius	Costa Rica	Nicaragua
Cameroon	Morocco	Cuba	Panama
Central African Rep.	Mozambique	Dominica	Paraguay
Chad	Namibia	Dominican Republic	Peru
Comoros	Niger	Ecuador	St. Lucia
Congo	Nigeria	El Salvador	St. Vincent and Grenadines
Congo, Dem. Rep.	Rwanda	Grenada	Suriname
Côte d'Ivoire	Sao Tome and Principe	Guatemala	Venezuela
Djibouti	Senegal		
Egypt	Sierra Leone		
Equatorial Guinea	Somalia		
Eritrea	South Africa		
Eswatini	South Sudan		
Ethiopia	St. Helena		
Gabon	Sudan		
Gambia	Tanzania		
Ghana	Togo		
Guinea	Tunisia		
Guinea-Bissau	Uganda		
Kenya	Zambia		
Lesotho	Zimbabwe		

*Iran is a member of South Asia Federation of AOTS Alumni Societies (SAFAAS) and is classified as Asia not Middle East.

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