

# **AOTS Webinar Introduction to the QC Story -QC Problem-Solving methods as a basis 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 to the QC Story -QC Problem-Solving methods as a basis 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**

QC Problem-Solving methods are indispensable as the basis of TQM, in order to promote quality management. QC story starts with recognizing the gap between the current and ideal status as a problem, and sets steps of how to solve the problem effectively and efficiently. Participants should understand QC story, QC-like perspective, and way of thinking of QC story as problem-solving steps to address quality problems in their organizations as a whole.

## **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 significance and characteristics of TQM
- 2) To understand the ways of thinking of QC Problem-Solving methods
- 3) To understand practical cases of QC Problem-Solving on the site

## **DATE AND TIME**

**19 February, 2021 8:00AM-11:00AM (JST) (Program Code: OROP10)**  
**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 significance and characteristics of TQM
- 2) The ways of thinking of QC Problem-Solving methods
- 3) Practical cases of QC Problem-Solving on the site

## LECTURER

### **Mr. Yukihiro Ando**

TQM Consultant

Trustee and an Academician: The International Academy for Quality (IAQ)

QC Instructor for JUSE.

Lead examiner of Deming Prize committee.

Honorary Adviser of QC Circle Saitama Section.

He 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 is a lecturer for quality management seminars held by organizations such as the Union of Japanese Scientists and Engineers, 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, and the 2010 Distinguished Service Award for Promoting Quality Control from the Japan Society for Quality Control. His book published in 2010 "Daily Management - The TQM way" was awarded 2011 Masung Medal from International Academy for Quality.

## 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.

**\*If you join in this seminar, we recommend you to attend both this seminar and AOTS Webinar "Introduction to TQM" on 16. Feb. or 17. Feb, 2021.**

## 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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Fax : 03-3549-3055

E-mail: [webinar-kaikyo@aots.jp](mailto:webinar-kaikyo@aots.jp)

**[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.

<b>Asia (24)</b>	<b>Oceania (15)</b>	<b>Middle East (8)</b>	<b>Europe (10)</b>
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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