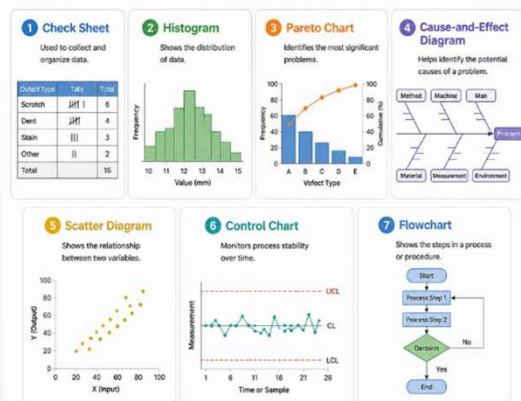


### The 7 QC Tools

Essential tools for problem-solving and quality improvement



# The Program for Quality Problem Solving [PQPS]

~ Improving understanding and practical skills of QC problem solving methods ~

## ■ Aims of the Program ■

In this program, through lectures, exercises, and observation, participants will aim below.

- (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.

■ Duration: **4 March – 17 March 2027** (2 weeks)

■ Venue: AOTS Tokyo Kenshu Center, Japan

■ Target: Managers/supervisors or engineers who wish to acquire practical knowledge of techniques for improving quality and resolving important problems with, in principle, more than 3 years of business experience

■ Fee: This program is **partly subsidized** by Japanese Government. Please see Program Outline for details.

**Application Deadline: 30 November 2026 (Mon)**

## Contact Information

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Member of the Deming Prize Committee

## 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                               |
|-----------------------|---------|---------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------|----------------------------------------|
| Senior Managers       | PQM     | Senior Managers/<br>Middle Managers<br>who are expected to<br>play further roles in<br>the future | <Management Level><br>Improving ability to<br>promote quality<br>management based on<br>the policies of the top<br>managers | 16-27<br>November<br>2026<br>(2 weeks) |
| Managers              | PQPS    | Managers/<br>Supervisors,<br>Engineers                                                            | <Operation Level><br>Learning approaches<br>to and techniques<br>for quality<br>improvement                                 | 4 - 17<br>March<br>2027<br>(2 weeks)   |
| Supervisors/Engineers |         |                                                                                                   |                                                                                                                             |                                        |

## Tentative Schedule

\*All lectures, discussions and project company visits will be conducted in English or Japanese with English interpretation.

| Date             | Morning Session                                                                                     |                                                                                    | Afternoon Session                                                                                               |
|------------------|-----------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|
| 4 Mar.<br>(Thu.) | Orientation/<br>Opening<br>Ceremony                                                                 | LECTURE:<br>Introduction to TQM<br>The Importance of Problem Solving<br>Activities | LECTURE & EXERCISE:<br>-Approaches to and Ways of Implementing<br>Problem Solving                               |
| 5<br>(Fri.)      | LECTURE & EXERCISE:<br>"Observation" and Techniques<br>- Check Sheets and Pareto Diagrams           |                                                                                    | LECTURE & EXERCISE: "Analysis" and Techniques<br>-Cause-and-Effect Diagrams<br>"Standardization" and Techniques |
| 6<br>(Sat.)      | LECTURE: Special Lecture<br>"Advanced Quality Theory"                                               |                                                                                    | Half-day off                                                                                                    |
| 7 (Sun.)         | Day Off                                                                                             |                                                                                    |                                                                                                                 |
| 8<br>(Mon.)      | LECTURE & EXERCISE:<br>Instructions for StatWorks                                                   |                                                                                    | LECTURE & EXERCISE:<br>"Observation" and Techniques<br>- How to Read and Draw a Histogram                       |
| 9<br>(Tue.)      | COMPANY VISIT<br>Case Study of Promoting Improvement Activities                                     |                                                                                    |                                                                                                                 |
| 10<br>(Wed.)     | LECTURE & EXERCISE:<br>"Analysis" and Techniques<br>- How to Draw a Scatter Diagram/ Stratification |                                                                                    | EXERCISE: "Analysis" and Techniques<br>-Combined Exercise-1 (Histogram and Scatter<br>Diagrams)                 |
| 11<br>(Thu.)     | LECTURE & EXERCISE:<br>"Observation" and Techniques<br>- Control Charts                             |                                                                                    |                                                                                                                 |
| 12<br>(Fri.)     | LECTURE & EXERCISE:<br>Review of Control Charts and Practical Hints                                 |                                                                                    | EXERCISE: "Analysis" and Techniques<br>-Combined Exercise 2<br>(Histogram and Control Charts)                   |
| 13 (Sat.)        | Day Off                                                                                             |                                                                                    |                                                                                                                 |
| 14 (Sun.)        | Day Off                                                                                             |                                                                                    |                                                                                                                 |
| 15<br>(Mon.)     | EXERCISE: Comprehensive Case Study<br>-Guidance to the Case Study                                   |                                                                                    | EXERCISE: Comprehensive Case Study<br>-Preparation for Reports by group                                         |
| 16<br>(Tue.)     | COMPANY VISIT:<br>-Problem Solving Case Study                                                       |                                                                                    |                                                                                                                 |
| 17<br>(Wed.)     | EXERCISE: Comprehensive Case Study<br>-Presentation / Q & A/                                        |                                                                                    | Closing Ceremony                                                                                                |

## AOTS Tokyo Kenshu Center:

Training facility with accommodation (meals provided)  
(Address: 30-1, Senju-azuma 1-chome Adachi-ku, Tokyo, Japan)

