

## For effective implementation and promotion of TQM

17 September– 1 October, 2014 (2 weeks) at HIDA Tokyo Kenshu Center (To be determined)

### The Positioning of this Course (Target Participants)

HIDA uses the following outline to design courses on quality management, according to the positions of the participants.

This course (PQM) has been designed for senior managers with responsibility for improving the quality of products and services as the targets.

	Program	Target Participants	Aims	Duration
Owners/ Top Executives	EPQM	Owners/ Top Executives	<Strategy Level> Improving management ability, with a focus on quality	16-24 April, 2014 (9 days)
Senior Managers	<b>PQM</b>	<b>Senior Managers/ Middle Managers who are expected to play further roles in the future</b>	<b>&lt;Management Level&gt; Improving ability to promote quality management based on the policies of the top managers</b>	<b>17 September- 1 October, 2014 (2 weeks)</b>
Managers	PQPS	Supervisors/ Engineers	<Operation Level> Learning approaches to and techniques for quality improvement	2-13 March, 2015 (2 weeks) [Tentative]
Supervisors/ Engineers				

### Aims of the Course (Advantages of Course Participation)

By acquiring the following knowledge and abilities through this training course, participants can practice and promote TQM activities in their respective companies.

- 1) The framework for and historical background to TQM activities
- 2) Basic theory of quality and management
- 3) Knowledge and ways of promoting major elements in TQM activities including management by policy, daily management, QC circles, quality assurance and quality improvement
- 4) Key success factors of companies effectively applying TQM
- 5) Roles and responsibilities of managers in promoting TQM activities

### Program Directors

#### Dr. Noriaki Kano

Professor Emeritus, Tokyo University of Science  
Board Member, Komatsu Co., Ltd.  
Honorary Chairperson, Asian Network for Quality (ANQ)  
Chairperson, Deming Prize for Individuals Selection Committee  
Academician, International Academy for Quality (IAQ)  
Fellow member, the American Society for Quality (ASQ)  
Foreign Adviser, China Association for Quality (CAQ)  
Board Member, Union of Japanese Scientists and Engineers (JUSE)  
Committee Member, Deming Application Prize (1978 – 2010),  
Chairperson, Deming Application Prize (2004 – 2007)  
President, Japanese Society for Quality Control (JSQC) (2000 - 2002),  
honorary member, Japanese Society for Quality Control (JSQC) (2010- )  
Auditor, Sekisui Chemical Co., Ltd. (2003-2009)  
Chair Professor, Chung Yuan Christian University (Taiwan) (2006 –2012)  
Board Member,  
The Overseas Human Resources and Industry Development Association (HIDA) (2007– 2012)

Dr. Kano is one of the most prominent figures in the TQM field in Japan. 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. He is renowned throughout the world as the founder of the “Kano Model.” He was awarded the 1997 Deming Prize for Individuals by the Deming Prize Committee (JUSE), the 1997 Deming Lecturer by the American Statistical Association (ASA), the 2002 E. Jack Lancaster Medal and the 2006 E. L. Grant Medal by the American Society for Quality (ASQ), and the 2009 Distinguished Service Medal, the highest distinction for service from ASQ for the lifetime contribution to the quality movement. In 2009, the Kano Quality Award was established by the Technology Promotion Association in Thailand for excellent and successful companies in management based on TQM. In 2010, Ishikawa-Kano Award named after Dr. Kano has been established by the Asian Network for Quality (ANQ) for individuals who have made great contribution to the development of quality in Asia.

#### Mr. Yukihiro Ando

TQM Consultant  
Lead Examiner, the Deming Prize Committee  
Board member of the Japanese Society of Quality Control (JSQC)  
Honorary Advisor, Saitama Region QC Circle  
Visiting Professor,  
the Okuma School of Public Management, Waseda University  
(2004 – 2005)

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 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 Masing Medal from International Academy for Quality.

### Tentative Schedule

Date	Morning Session		Afternoon Session	Evening
17.Sep (Wed)	Orientation , Opening	Lecture: Concept of TQM(1) -Overview of TQM-	Lecture & Group Discussion: Instruction Guidance, Group Discussion and Group Consultation (1)	Group Discussion and Group Consultation (2)
18 (Thu)	Lecture: Concept of TQM (2) -Theory of Quality-		Lecture: Concept of TQM (3) -Theory of Improvement-	Group Discussion and Group Consultation (3)
19 (Fri)	Lecture: Concept of TQM (4) -Theory of Quality Management-		Lecture: TQM Vehicles (1) -Daily Management-	Group Discussion and Group Consultation (4)
20 (Sat)	Lecture: TQM Vehicles (2) -Management by Policy-			
21 (Sun)	Day off			
22 (Mon)	Lecture: TQM Vehicles (3) -QC Circles-		Company Visit: Examples of QC Circle Activities	Group Discussion (including presentation)
23 (Tue)	Lecture: TQM Promotion		Lecture: Fact Control Method -Having Knowledge of Treating Data-	Group Discussion (including presentation)
24 (Wed)	Lecture: Quality Assurance			Move to Study Tour
25 (Thu)	Study Tour	Company Visit: Examples of TQM Promotion	Company Visit: Examples of TQM Promotion	
26 (Fri)		Company Visit: Examples of Quality Assurance		
27 (Sat)	Day off			
28 (Sun)	Day off			
29 (Mon)	Company Visit: Examples of TQM Promotion			
30 (Tue)	Preparation for Final Report Presentation		Distance Lecture: Corporate TQM Promotion in Thailand	
1.Oct (Wed)	Final Report Presentation		Final Report Presentation / Evaluation of the Program	Closing Ceremony

#### Language

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

#### Quotes from Past Course Participants

This course is the place for creative good leaders with good leadership. HIDA plays a vital role in Quality Management all over the world by arranging such a program. (FY2013 PQM, Bangladesh, Steel Industry)

Regarding TQM implementation, it is very useful and efficient for every Business. (FY2012 PQM, Peru, Textile Industry)

TQM brings a big progress to service industries, too. Besides, responsibility and corporative attitude of AOTS staffs are the very example of daily implementation of TQM. (FY2011 PQM, Sudan, Service Industry)

Wonderful program. We need such a learning opportunity to enhance our country's development. Fortunately I could join. (FY2010 PQM, Thai, Automotive Industry)

Participating in this course was an extremely valuable chance to review quality activities conducted in our company. From now on, I will aim for a higher level of quality management. (FY2009 PQM, Bangladesh, Real-Estate)

I'm confident in raising business results to a higher level by learning the Attractive Quality Theory from the world authority- Dr. Kano and by participating in group discussions with lecturers and other participants from various companies worldwide. (FY2008 PQM, Egypt, Consumer Products Manufacturing)



**— Part of the participation expenses will be covered by subsidy from the Japanese Government —**

Visit [http://www.hidajapan.or.jp/jp/ikusei/management/files/14pqm\\_e.pdf](http://www.hidajapan.or.jp/jp/ikusei/management/files/14pqm_e.pdf) for the Program Outline and Participation Requirements

**Application Deadline: 7 July 2014 (Mon)**