

HIDA The Program for Quality Problem Solving (PQPS)

Approaches to and Techniques for Quality Improvement

7 – 18 March, 2016 (2 weeks) at the 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 (PQPS) has been designed for managers or supervisors in manufacturing industry 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	20-27 May, 2015 (8 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	31 August- 11 September, 2015 (2 weeks)
Managers	PQPS	Supervisors/ Engineers	<Operation Level> Learning approaches to and techniques for quality improvement	7 - 18 March 2016 (2 weeks)
Supervisors/ Engineers				

Aims of the Course (Advantages of Course Participation)

- Through lectures and case studies focusing mainly on practical understanding of each step in QC stories, 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.
- The program seeks to ensure that participants improve their own ability to resolve quality problems in their workplaces.
- 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 Instructors

Senior Program Director: 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)
 Committee Member, Deming Application Prize (1978 -2010),
 Chairperson (2004-2007)
 President (2000-2002), Japanese Society for Quality Control (JSQC)
 Auditor, Sekisui Chemical Co., Ltd. (2003-2009)
 Board Director, Komatsu Co., Ltd. (2008-2014)
 Chair Professor, Chung Yuan Christian University (Taiwan) (2006 -2012)
 Board Member, 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), the 2009 Distinguished Service Medal, and the 2014 A. V. Feigenbaum Lifetime Achievement 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.

Program Director: Mr. Yukihiro Ando

TQM Consultant
 Lead Examiner, the Deming Prize Committee
 Academician, International Academy for Quality (IAQ)
 Board member, the Japanese Society of Quality Control (JSQC)
 Honorary Advisor, Saitama Region QC Circle
 Member of the Committee on the Domestic Response to ISO/TC176

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
7 Mar.	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
8	Tue	LECTURE & EXERCISE: "Observation" and Technique - Check Sheets and Pareto Diagrams	LECTURE & EXERCISE: "Analysis" and Technique -Cause-and-Effect Diagrams LECTURE & EXERCISE: "Standardization" and Its Techniques
9	Wed	COMPANY VISIT: - Improvement Activities Through QC Circles - Case Study of Promoting QC Circle Activities	
10	Thu	LECTURE & EXERCISE: Instructions for Statworks "Observation" and Technique - How to Read and Draw a Histogram	LECTURE & EXERCISE: "Observation" and Technique - How to Read and Draw a Histogram
11	Fri	LECTURE & EXERCISE: "Analysis" and Its Techniques - How to Draw a Scatter Diagram/ Stratification	LECTURE & EXERCISE: "Analysis" and Its Technique - Regression Analysis/ LECTURE & EXERCISE: Combined Exercise 1 - Histogram and Scatter Diagrams
12	Sat	Day Off	
13	Sun	Day Off	
14	Mon	LECTURE & EXERCISE: "Observation" and Technique - Control Charts	LECTURE & EXERCISE: "Observation" and Technique - Control Charts
15	Tue	LECTURE & EXERCISE: Combined Exercise 2 - Histogram and Control Charts	LECTURE & EXERCISE: -Introduction of Company Visit/ LECTURE & EXERCISE: -Pre-Discussion of Company Visit
16	Wed	COMPANY VISIT: -Problem Solving Case Study	
17	Thu	EXERCISE: Comprehensive Case Study -Guidance to the Case Study	EXERCISE: Comprehensive Case Study -Preparation for Reports by group
18	Fri	EXERCISE: Comprehensive Case Study -Presentation/ Q and A	LECTURE: Special Lecture "Advanced Quality Theory"/ Training Evaluation Session and Closing Ceremony

Language

All lectures and visits 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 -

Visit http://www.hidajapan.or.jp/jp/ikusei/management/files/15pqps_e.pdf for the Program Outline and Participation Requirement

Application Deadline: 21 December 2015 (Mon)