

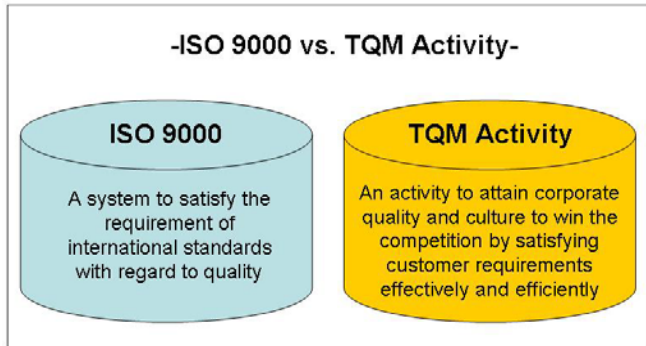
JUSE International Seminar on TQM (ISTQ)
 July 6 – 16, 2009
 Union of Japanese Scientists and Engineers (JUSE)

1. What is TQM?

TQM is a set of systematic activities carried out by the entire organization to effectively and efficiently achieve company objectives so as to provide products and services with a level of quality that satisfies customers, at the appropriate time and price.

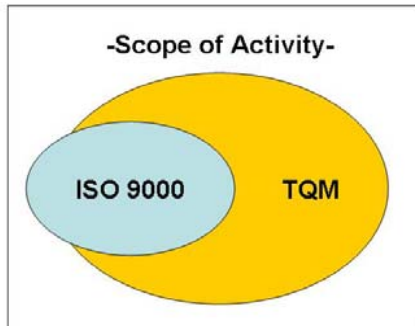
2. ISO9000 vs. TQM activity

While ISO9000 is a system to satisfy a set of standard requirements in quality, TQM activity aims at attaining corporate quality and culture for sustainable growth.



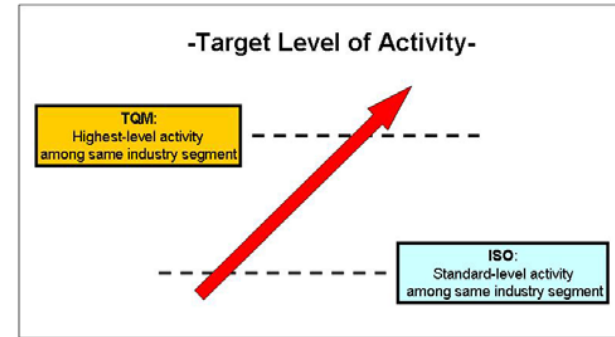
(Chart 1: ISO9000 vs. TQM Activity)

The scope of TQM is inevitably much wider than ISO9000, and the level of activity expected is much higher.



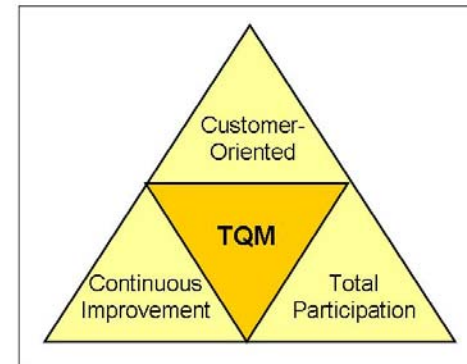
(Chart 2: Scope of Activity)

(Chart 3: Target Level of Activity)




3. Why "TQM" now?

TQM is a method proven by history to have changed 'crises' into 'opportunities for improvement' for a number of renowned world-class companies. In order to successfully deploy TQM, history shows it is essential to have customer-oriented views, make continuous improvement and employ total participation.



(Chart 4: Three essentials for TQM Activity)

Toyota claims that, in addition to the above three essentials to drive TQM successfully, sharing a 'sense of urgency' among all employees, is the key, although it is the most difficult to obtain quickly. At a time of great danger, management and employees tend to become one by sharing the same sense of urgency, at a very high level, and more in the same direction to overcome the situation. We can strongly recommend that, now under a heightened sense of crisis, it is the best opportunity to introduce TQM or further develop TQM, as you have the key to attain the three essentials to drive TQM successfully.



By tracing the history, we see leading TQM companies introduced TQM or drastically improved their activity level by changing 'crises' into 'opportunities for improvement', and now enjoy higher recognition.

4. Why TQM in Japan?

TQM was born and developed in Japan. The "Quality Progress", a monthly quality magazine by the American Society for Quality (ASQ), highlighting Japanese quality which featured Toyota in its January 2009 issue, quotes "The Japanese have taught us that quality is an absolute." "Toyota has created an unstoppable, unbelievable culture of quality—that everybody is responsible for quality every single day." As told TQM aims at attaining corporate quality and culture, where else other than Japan, you can gain a true understanding of TQM. The unique experience of cultural insight into Japan opens the door to TQM activity.

5. You will gain...

*A better understanding of TQM activities by attending lectures and observing TQM in action during a week of plant visits

*Practical advice from the lecturers, all top professionals who have years of proven international success in the field of TQM; A number of "Question and Answer" opportunities allow you to hear the explanations you need so you can effectively apply what you learn

*TQM tools and strategies that will enable you to improve your daily routine work and time management skills, gain confidence in your role as senior/top manager in your TQM system, and become a more credible leader

*Effective Problem-Solving Techniques to take back with you; Work together to discuss and come up with innovative strategies – a great way to brush up on analytical skills!

*An International Network of support you can count on long after the seminar finishes; take advantage of this opportunity to meet other senior/top management, and to establish and expand your human network!

*A chance of a lifetime to observe TQM in action during plant visits to top-of-the-line companies, including at least one company successfully awarded the Deming Prize

*Confidence in your role as a TQM leader; return to your company knowing you're a step ahead of the rest

6. Program

This course consists of 5-day of lectures followed by 4-days of plant visits. Lectures will be taught by top professionals who have years of experiences in successfully implementing TQM in research, design, manufacturing and sales divisions, and providing TQM counseling to companies worldwide. Plant visits will be a unique opportunity to observe, firsthand, TQM systems operating at Deming Prize Award winning companies throughout Japan, such as Tokyo, Osaka and Nagoya.

Lectures, lecturers and plant visits may vary year by year.

You may refer to the past programs from the following link:

http://www.juse.or.jp/e/education_training/52/

7. Registration

Please complete the registration form at the end of this leaflet and send to JUSE by June 20, 2009. (One registration form per each person)

TO: JUSE International Relations Office

E-Mail: juse@juse.or.jp / Fax: +81-3-5378-1220

*For Indian participants, registration through CII is recommended:

Contact: Mr. K. Gaheshan, Deputy Director, CII Institute of Quality

TEL: 080-23289391 / FAX: 080-23289388

E-Mail: k.ganeshan@ciionline.org

*JUSE has the right to close applications at the maximum capacity even before June 20, 2009

8. VISA information

In order to obtain a Japanese visa, attendees may request a letter of invitation to JUSE.


Please include the following information in the "Notes" box on the registration form exactly according to your passport. 1) Passport No., 2) Birth date, 3) Full name. To receive the letter, your registration fee remittance must be confirmed first by JUSE.

9. Fee structure

*JPY800,000- per person

(For participants through CII from India, please contact CII for registration fee)

Fee includes: Seminars, plant visits, sightseeing in Kyoto, and lunches except during free time
12-nights accommodation, single room including breakfasts





Registration Cancellation Policy:

Cancellation requests made on or before June 11, 2009 will receive a full refund.

Following cancellation charge will incur on and after June 12.

Requests received June 12 – June 19	10 % of the participation fee
Requests received June 20 – July 2	20 %
Requests received July 3 – July 5	50 %
Requests received on or after July 6	100 %

10. Remittance and Payment

JUSE would like to request the advance payment of the participation fee in Japanese yen via bank transfer to the following account:

<p>The Bank of Tokyo-Mitsubishi UFJ, Ltd. Yaesu-dori Branch in Tokyo Account Name: Union of Japanese Scientists and Engineers (JUSE) Account Number: 0705651 Swift Code: BOTKJPJT Please quote "1ISTQ'09" upon your remittance</p>

*Your registration will be formally completed after JUSE confirms the receipt of your application form and payment.

*For participants through CII from India, payment to CII is required.

For inquiries, please free to contact us as below:

Union of Japanese Scientists and Engineers (JUSE)

International Relations Office

(Opening hours : 9 :00~17 :00 Japan Standard Time / Monday to Friday)

Tel: +81-3-5378-9812 / Fax: +81-3-5378-1220 / Email: juse@juse.or.jp

TO: JUSE International Relations Office

Email: juse@juse.or.jp Fax: +81-3-5378-1220

REGISTRATION FORM

JUSE International Seminar on TQM, July 2009

Name	Mr. / Ms.	
Company		
Job Title		
Section		
Main Product		
Mailing address	<input type="checkbox"/> Office <input type="checkbox"/> Home	
Tel		Fax
Email		
Name of accompanying person (if any)		
Payment	<input type="checkbox"/> have remitted <input type="checkbox"/> will remit	
	JPY800,000 <input type="checkbox"/> please send receipt <input type="checkbox"/> do not need receipt	
	to The Bank of Tokyo-Mitsubishi UFJ Ltd. Yaesu-doori Branch in Tokyo Account name: Union of Japanese Scientists and Engineers Account no: 0705651 SWIFT Code: BOTKJPJT *Please note "1ISTQ09" on your remittance form	
Flight Schedule	Arrival	
	Departure	
Notes (Any special needs that you would like the secretariat to know? i.e. meal preference, visa request)		

