



## Comment board



President **Teruo Mori**, Mori Consulting Office, Japan.

Resource Speaker, workshop on Quality Engineering: the Taguchi Methods, 5–9 May 2008, ROC.

“To enable participants to grasp the principles behind the Taguchi methods within the five-day duration, I adopted new training methods that focused on practice and experiments. Par-

ticipants conducted experiments on how to optimize usage of double-sided adhesive tape for gluing aluminum sheets together using Taguchi principles and tools, one of the most effective quality engineering methods. Participants also utilized Excel Procedure and Calculations Sheet software, the main methodological tools in the quality improvement process. One difficulty, apart from the limited course duration, was the widely differing background of the participants. Some participants were very new to the subject. However, their boundless enthusiasm made each session interesting and exciting so that the daily program always ended later than scheduled. Some participants expressed their interest in inviting experts to their countries for more direct consulting and training. Following discussions with participants, I realized the necessity for developing more case studies on this method, especially in the service and agriculture sectors.”

Director **Khairuddin Tahir**, Edisi Flora Sdn. Bhd., Malaysia.

Project coordinator, e-Learning course on Exporting Processed Agri-food Products, Phase I, 12–14 May 2008.

“Participants benefited from knowledge gained on selected export markets, their consumer preferences, and tips from experts. Improving market access

for agri-food products and understanding compliance with the regulations of important markets will continue to be a priority for countries in this region. The e-learning format made it suitable for busy executives. The duration was also suitable, since most cannot afford to be away from their important tasks for long. However, future courses could be more useful if they focused on specific commodities or product types, such as fruit and vegetables, marine fish and aquaculture, or livestock. A case study approach seems useful for seeing how it works in practice.”

Deputy Director of Industries Engineering **Eng. Martin M. Nzomo**, Productivity Centre of Kenya.

Participant, Advanced Training Course for Productivity Practitioners (ACPP), South Africa, 28 April–16 May 2008.

“This was the advanced program, the follow-up to the Basic Training Course for Productivity Practitioners (BCPP) held in 2007. Most of my old productivity comrades from the BCPP took part in the course which made the program more pleasant and interesting. The first two weeks were devoted to acquainting participants with advanced knowledge relating to the concepts, tools, and methodologies of productivity and quality, while the last week focused on an in-plant training session. Through this session we were able to acquire all the necessary skills, from plant diagnosis and productivity report preparation to the presentation to the client. All participants, including myself, really appreciate the APO’s support of Africa’s human resources capacity building in the productivity movement. I am now more confident in the techniques of managing the strategic planning process, business excellence concept, and the use of the relevant tools for productivity measurement.”