

## Second distance-learning seminar on TQM

A distance-learning seminar on total quality management (TQM) was held for the second time, 19–22 December, and was attended by 63 participants from Indonesia, Malaysia, the Philippines, and Vietnam. The course aimed to share experiences in implementing and sustaining TQM and developing an understanding of how to strengthen good quality management practices in organizations. During the four days, participants heard presentations on: “Case Studies of TQM Implementation in Japanese SMEs,” by Mr. Yoshiro Takahashi of Philips Electronics Japan Ltd.; “Indian Experiences in TQM,” by Mr. S.A. Khader, Consultant, who spoke from New Delhi; and “The Step-by-Step Approach for Implementing and Sustaining TQM,” by Mr. Masahiko Arakawa, Management Consultant from Japan. As part of the program, participants also undertook an extensive field exercise to assess the level of TQM implementation through site visits and interviews and later made presentations to share their learning experiences.

They also made recommendations for further improving quality in the respective organizations.

The site visits and other exercises performed virtually helped add variety to the program and ensured involvement and interaction among participants. The seminar was delivered utilizing the Global Development Learning Network of the World Bank and coordinated locally by Kunjung Masehat in Indonesia, Omar Bin Othman in Malaysia, Elena Cruz in the Philippines, and Nguyen Thi Le Hoa in Vietnam and moderated by Kamlesh Prakash, Industry Department, APO Secretariat, from the Tokyo Development Learning Center (TDLC). Ryu Fukui, Partnership and Programs Manager, TDLC, in his closing remarks, stated that the center was delighted to enter into the new collaboration with the APO to offer programs in innovative ways for the benefit of all NPOs in member countries. The Secretariat has planned several distance-learning projects for 2006. 