

DR. NORIAKI KANO**“EXCLUSIVE QUALITY – PRINCIPLES, METHODS AND INTERNATIONAL PRACTICE”****9-10.6.2016****Vilnius****2 days INTENSIVE program.**

Quality-oriented management will increase customer satisfaction and raise profitability.

TQM is meant to plan and implement management strategies that increase customer satisfaction through product quality and service as well as sustainable corporate growth. In the current intensified global completion, TQM is indispensable to all companies in any field. This program is specifically designed for CEOs and executives of the companies who wish to introduce or better utilize TQM.

Seminar will be in English.

It is highly recommended for your organization's senior managers to take advantage of this opportunity to learn and get associated with the top experts of TQM. Executives in charge of implementing or promoting TQM within your organization are most encouraged to attend.

Why attend?

- ⊗ **Lectures will be presented and discussions moderated by Dr. Noriaki Kano who is recognized as worldwide authority in quality management.**
- ⊗ **Networking with other companies.** A great opportunity to network with other national and international professionals!

Seminar topics:

- ⊗ **Session 1: Basic Behavioral Principles for Quality Assurance.**
- ⊗ **Session 2: Butterfly Model for Build Quality in Process.**
- ⊗ **Session 3: “Ikki-Tsukan Analysis” as Vertical Evaluation of Process Defects, Inspection Rejection and Customer Claims.**
- ⊗ **Session 4: Quality Assurance System Chart.**

Participants will get certificates which signed by dr. Noriaki Kano and the president of Lithuanian Association for Quality Management and Innovation!

Date – 9-10.6.2016 (2 days).

Address – Sauletekis av. 22 (*Kuncinos* audience), Vilnius, Lithuania – International Business School at Vilnius University.

[What to see in Vilnius.](#)

ACCOMMODATION. [Comfort Hotel LT](#) offers a special for our participants:

- Ⓢ 1 single room with breakfast – 73 Eur;
- Ⓢ 1 double room with breakfast – 80 Eur.

This price is given with the discount code, which we will send you after your registration to the seminar.

Participation fees:

- Ⓢ Registration until **8.5.2016** (early registration)
 - [Association](#) members and members of partners associations* – 100 eur (plus VAT). When companies send more than one individual to the seminar, each additional participant will be 80 eur (plus VAT).
 - Non-member – 200 eur (plus VAT). When companies send more than one individual to the seminar, each additional participant will be 180 eur (plus VAT).
- Ⓢ Registration from **9.5.2016** (late registration)
 - [Association](#) members and members of partners associations* – 150 eur (plus VAT). When companies send more than one individual to the seminar, each additional participant will be 130 eur (plus VAT).
 - Non-member – 250 eur (plus VAT). When companies send more than one individual to the seminar, each additional participant will be 230 eur (plus VAT).

The price includes the lecture services, handouts, coffee and tea breaks.

**Association partners: Finnish quality association, Ukrainian Association for Quality, EFQM (the European Foundation for Quality Management), Latvian Society of Quality, Estonian Association for Quality, Ajara Chamber of Commerce & Industry.*

Payment Policy:

We will send an invoice by email for participant outside of Lithuania. Invoicing within 14 days from registration.

Cancellation policy:

- Ⓢ Free of charge - until 8th of May 2016
- Ⓢ 50 % of the fee - until 29th of May 2016
- Ⓢ No refund - after 30th of May 2016

Lecture:**Dr. Noriaki Kano.**

Dr. Kano is one of the world's leading authorities on the application of quality management. Dr. Kano is well known in the quality world as the creator of 'Attractive Quality' (The Kano Model) as well as 'The Task Achieving QC Story'.

Dr. Kano's experiences and authority go beyond his famous "Model". He has always been stimulating, challenging and amusing in approaching the universal challenge of helping leaders in their efforts to make organisations perform as they should be able to. His combination of wide-ranging philosophy with down to earth practice, and global experience, make him a person who truly deserves the title of Guru.

Dr. Kano has, frequently been invited to lecturer internationally by universities, national quality societies including American Society for Quality, European Organization for Quality and Union of Japanese Scientists and Engineers and firms in over 50 countries around the world. Dr. Kano has worked 35 years as a Professor at Tokyo University of Science. He has received several honors including Deming Prize for Individuals.

Engagements:

- Ⓢ Honorary Chairperson, Asian Network for Quality (ANQ)
- Ⓢ Member, Deming Prize Committee
- Ⓢ Academician, International Academy for Quality (IAQ)
- Ⓢ Fellow, American Society for Quality (ASQ)
- Ⓢ Board Member, Japanese Union of Scientists and Engineers (JUSE)
- Ⓢ Board Member, Agency for Overseas Technical Scholarship (AOTS)
- Ⓢ Overseas Honorary Advisor, China Association for Quality (CAQ)
- Ⓢ Chair Professor, Honorary Doctor, Chungyuan Christian University

- Ⓢ 2000-2002 President, Japanese Society for Quality Control (JSQC)
- Ⓢ 2004-2007 Chairman, Deming Application Prize Committee
- Ⓢ 2003-2009 Corporate Auditor of Sekisui Chemical Ltd.
- Ⓢ 2006 - Professor Emeritus, Tokyo University of Science
- Ⓢ 2006 - President, Kano Quality Research Office
- Ⓢ 2008 - Board Director, Komatsu Ltd.

Contact for more information and registration – Gintare Serafinaite, e-mail: info@qualityassociation.lt; mob.: +370 628 55983. **E-REGISTRATION**.