

TQM Experts Met in Singapore

JSA is currently pursuing the ASEAN-Japan TQM Project Phase 2. Introducing Total Quality Management (TQM) techniques, which Japan has perfected since 1995 to the ASEAN countries, and working for their dissemination, we are carrying out technical cooperation, including ASEAN country human resource development.

In tandem with the ACCSQ Meeting held in Singapore (July 7-12, 2003), we held, in cooperation with SPRING, a two-day TQM Experts' Meeting July 9-10. This meeting, carried out pursuant to request by the ACCSQ secretariat, the host country, and METI, formed part of our larger TQM project. At this meeting, representatives from ten ASEAN countries with primary responsibility for TQM gave presentations on their respective countries' dissemination activities carried out in the past year, and exchanged views and experiences. Mr. Terry Kawamura, JSA, chaired the meeting.

We were fortunate in receiving support from the host country and from METI and in obtaining the attendance and full cooperation of representatives of ASEAN 10 countries' standards bodies. Further, discussions among the participants over the two days were vibrant and meaningful. For Cambodia, Laos, and Myanmar, TQM is

a rather new concept, but all the participants displayed an awareness of the necessity for TQM for addressing the sharp social and economic changes affecting their organizations at the regional and global level.

All the interested parties left the two-day TQM Experts' Meeting with a sense that the meeting's objectives had been attained.



TQM Experts' Meeting in Singapore

APEC / PASC Training Program Held in Hanoi

An APEC/PASC Training Program was held in Hanoi on August 19 and 20 of this year. The purpose of this training program was to promote participation in international standardization activities by developing economies in the APEC region. Combined with a similar program held in February 2002 in Singapore, trainees from 10 countries had been welcomed to join these courses. Lecturers from Australia, the USA, Japan, New Zealand, and South Africa communicated essential information for participating in international standardization activities, covering the history of international standardization activities, case studies of success and failure in the use of international standards, standards incorporated in regulations, and other matters. Ms. Sakaguchi, JSA gave a presentation entitled "How to Be An Effective Delegate." On the second day of the session, the trainees broke into three Breakout Session groups to formulate Best Practices. The results of these breakout sessions, along with those from

the Singapore training program, were reported at the three-day PASC (Pacific Area Standards Congress) General Assembly. Further, it was decided at that General Assembly that the results would be reported at the September ISO DEVCO (Committee on Developing Country Matters) meeting in Buenos Aires.

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AJEC-SC -ASEAN Standardization Website

As part of the Enhancement of International Standardization Activities in the Asia Pacific Region project entrusted to us by METI's International Affairs Team for Standardization and Conformance Policy, JSA is carrying out the "ASEAN-Japan Standards & Conformance E-Center" (AJEC-SC) project. This project is intended to support the construction of basic infrastructure for standards and conformity assessment in the ASEAN countries by providing a space for internet-based information exchange among the standards development organizations, conformity assessment organizations, and other relevant players in the ASEAN countries. It also constitutes a vehicle for exchange of stakeholders in standardization activities among Japan and the ASEAN countries. For five years after completion of development, Japan will serve as the administrator country for the website, with JSA actually providing overall administration. Since March of this year, we have been doing trial runs of portions of the website. We aim at full operation by the end of the year. (<http://www.accsq-meti.org>)

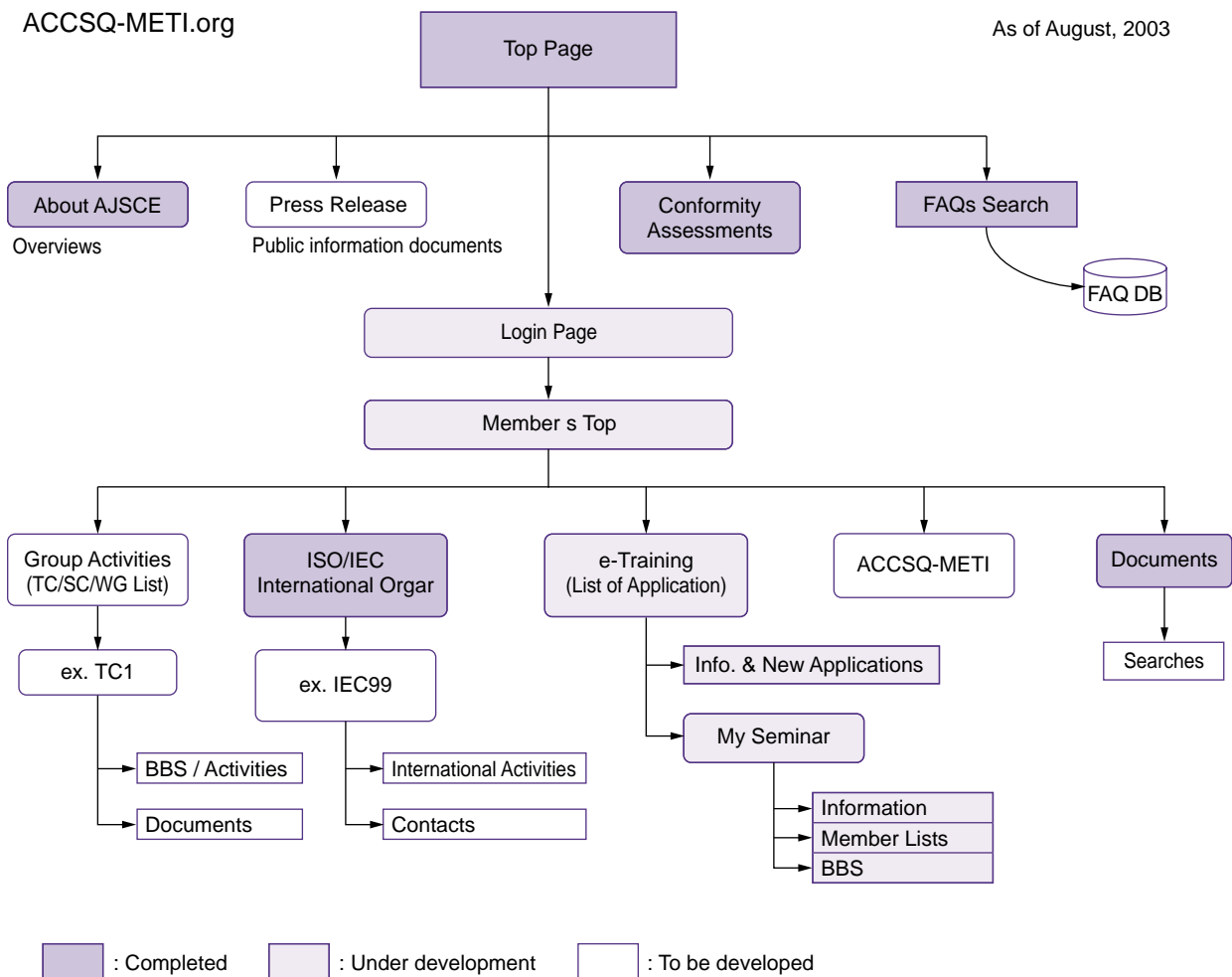
In addition to the latest information on standards and conformity assessment and contact information for the major SDOs of the countries involved, we will also establish TC/SC/WG bulletin boards, and set up functions for information sharing among the responsible officials, applications for seminar participation, and so forth. For more detail, please see the attached site map, or contact Ms. Nakamura (y_nakamura@jsa.or.jp).

This website will be a members-only site accessed with ID and password. Its intended users are the standardization professionals and officials of ASEAN countries and Japan.

ID administration and seminar application online functions are currently under development at JSA. Through August, we accepted comments and suggestions from ACCSQ (ASEAN Consultative Committee for Standards and Quality). Incorporating these suggestions and comments to the maximum extent possible, we will work to raise the value of the website for users.

ACCSQ-METI.org

As of August, 2003



JICA-JSA Training Courses in This Year Have Just Started

Pursuant to a request from the Japan International Cooperation Agency (JICA), JSA will hold a one-month country-focused training course on "Problem Solving and Improved by TQM for Polish Industry" starting Sep. 25, 2003 (see the tentative curriculum below). Due to the SARS (Severe Acute Respiratory Syndrome) concern, JICA had refused to accept

trainees from SARS affected economies until that problem should be resolved or the situation sufficiently stabilized. Consequently, many training courses have been postponed or canceled. But this course will be implemented as planned. JSA has scheduled to carry out other 3 (three) different JICA courses in this fiscal year.

Curriculum of the Problem Solving and Improvement by TQM for Polish Industry 2003 (Tentative)

Date	Time	Contents	Lecturer	Venue
Sep.24(Wed.)		Arrival		
Sep.25(Thu.)	09:40-14:30	JICA Briefing	JICA	TIC Tokyo International Center
	15:00-16:30	JSA Programme Orientation	Tomoko Shimada (JICA) Teruo Kawamura (JS)	
Sep.26(Fri.)	09:30-16:30	JICA General Orientation	JICA	
Sep.27(Sat.)	Free			
Sep.28(Sun.)	Free			
Sep.29(Mon.)	09:30-12:30	Overview of TQM	Dr.Noriaki Kano (Professor, Tokyo University of Science)	TIC Tokyo International Centre
	13:30-16:30	Individual Presentations	JICA/JSA Seminar Participants Instructor, Dr.Noriaki Kano (Professor, Tokyo University of Science)	
Sep.30(Tue.)	09:30-12:30	Management Principle	Dr. Katsutoshi Ayano (Professor, Tokai University)	TIC Tokyo International Centre
	13:30-16:30	QC Story		
Oct.01(Wed.)	09:00-12:00	Quality Principle	Dr.Noriaki Kano (Professor, Tokyo University of Science)	TIC Tokyo International Centre
	13:00-15:00	TQM for e-commerce	Ms.Masumi Akita (Senior Manager, Enterprise Business Sector, NTT Data)	
Oct.02(Thu.)	09:30-12:30	Japan's Challenge for New QMS Model	Yasuhiro Ogata (JSA)	TIC Tokyo International Centre
	13:30-16:30	TOP Management and TQM	Masami Ushikubo (CEO - SANDEN Co.Ltd.)	
Oct.03(Fri.)	09:30-16:30	Policy Management and Daily Management	Mr. Katsumi Yoshimoto (Quality Management Consultant)	
Oct.04(Sat.)	Free			
Oct.05(Sun.)	Free			
Oct.06(Mon.)	09:30-12:30	Standardization and 5S	Yuzuru Otabe (Consultant)	TIC Tokyo International Centre
	13:30-16:00	QC Circle	Mr. Mitsuru Nitta (Senior Managing Director, The Institute of Energy Economics, Japan)	
Oct.07(Tue.)	09:30-16:30	Education of SQC	Dr.Takenori Takahashi (Professor, Science University of Tokyo)	
Oct.08(Wed.)	09:00-17:00	Workshop at Furukawa Electronics Co.Ltd.	Keizo Ninomiya (Manager, Quality and Environmental Dept. Furukawa Techno-Research Co. Ltd.) Kenji Ooka (Furukawa Electric Co.) Takashi Matsumoto (JSA)	Ichihara City Chiba Prefecture
Oct.09(Thu.)	09:00-17:00			
Oct.10(Fri.)	09:00-17:00			
Oct.11(Sat.)	Free			
Oct.12(Sun.)	Free			
Oct.13(Mon.)	Move			Tokyo - Kyoto
Oct.14(Tue.)	10:30-15:00	Observation Visit-1	SHRAP Co. Ltd.	Kyoto - Yao - Takahama
Oct.15(Wed.)	13:00-16:00	Observation Visit-2	TOYOTA Industry Corporation	Takahama - Tokyo
Oct.16(Thu.)	Free			
Oct.17(Fri.)	09:30-12:30	Strategic TQM	Hiroshi Osada (Professor, Yamanashi University)	TIC Tokyo International Centre
	13:30-16:30	Seven New QC Tools for Management	Dr. Katsutoshi Ayano (Professor, Tokai University)	
Oct.18(Sat.)	09:30-16:30	Quality Function Deploymet(Basic)	Tadashi Ofuji (Associate Professor, Tamagawa University)	TIC Tokyo International Centre
Oct.19(Sun.)	09:30-16:30	Workshop of QFD	Tadashi Ofuji (Associate Professor, Tamagawa University)	
Oct.20(Mon.)		Observation Visit-3	KOSE Co.Ltd.	Sayama City, Saitama Pref.
Oct.21(Tue.)	09:30-12:30	Free		TIC Tokyo International Centre
	13:30-16:30	TQM in Service Industries	Harunori Kaneko (President, Institute of Service Management)	
Oct.22(Wed.)	09:30-12:30	Human Motivation	Takashi Matsumoto (JSA)	TIC Tokyo International Centre
	13:30-16:30	Taguchi Method	Dr.Genichi Taguchi	
Oct.23(Thu.)	09:30-12:00	Task Achieving QC Story	Dr.Noriaki Kano (Professor, Tokyo University of Science)	TIC Tokyo International Centre
	13:00-14:30	Attractive Quality Creation	Dr.Noriaki Kano (Professor, Tokyo University of Science)	
	14:30-18:00	Overall Discussion	Dr.Noriaki Kano (Professor, Tokyo University of Science)	
Oct.24(Fri.)	15:30-17:00	Evaluation Meeting		TIC Tokyo International Centre
	17:00-17:30	Closing Ceremony		
Oct.25(Sat.)		Departure		

JSA Begins Certification and Registration of Information Security Management Systems (ISMS)

Advances in computer systems in recent years have made computer-assisted data processing and transmission extremely important means of doing business in Japan. The information owned by companies and organizations has become their most important asset. Acts of cyberterrorism against corporate and organizational computer systems and data systems have become a problem in this new business environment. The techniques used by cyberterrorists are advancing and diversifying each day. Cyberterrorism causes the loss of corporate and organizational data assets and data leakage, which delay and suspend businesses and services. In this way and others, cyberterrorism has an immeasurable impact.

The risk of cyberterrorism has made it indispensable for companies to safeguard their data assets. To do so, they need a comprehensive information security system known as an information security management system (ISMS).

In light of this situation, the Japanese government inaugurated a conformity assessment system for ISMS. The Japan Information Processing Development Corporation (JIPDEC) serves this conformity assessment system as an accreditation body.

The government put the system into effect in April 2002.

The Japanese Standards Association (JSA) received accreditation from the JIPDEC and started an ISMS certification and registration business in December 2002.

In addition to the JSA, JIPDEC has accredited six domestic agencies for ISMS certification and registration. Several others are still awaiting accreditation.

The companies and organizations that have registered their ISMS with seven accredited agencies for certification and registration totaled 187 at the end of August 2003.

The JSA studies the conformity of registered ISMS with "ISMS certification standards" based on ISO/IEC 17799 and JIS X 5080. Through this service, the association helps companies and organizations maintain their data assets in a balanced manner and improve their confidentiality, integrity, and availability. The companies and organizations that the JSA serves in this way engage in a wide range of businesses. They include financial institutions and manufacturers as well as Japanese companies offering data-processing services.

The JSA Web Store's 1st Anniversary

The JSA Web Store has marked its first anniversary on August 29, 2003. It has been widely accessed to search for purchasing JIS standards and JSA publications under always connection in the world. Please make a short visit to our site.

URL: <http://www.jsa.or.jp/>



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JIS Standard Searching Page

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