

Join the APO's first on-demand e-learning course on TQM

Information technology (IT) has changed the way people do business. IT has not only become a very powerful, productive tool, but also opened new avenues to conduct business in innovative ways. e-Learning is one such opportunity generated by IT which the APO would like to harness to reach a broader audience in a cost-effective manner. For this purpose, the APO has set up an e-Learning Portal on its Web site. The portal can be used to host on-demand e-learning courses, allowing users to attend the course at their own pace and on their own time using personal computers. On-demand courses are open to all. In addition to on-demand e-learning courses, the portal can be used to host e-learning courses for selected users during a specified period. In that case, participants will receive a separate username and password to take the course. The portal can also host live presentations by resource persons for face-to-face APO courses.

The APO has launched its first e-learning on-demand course on total quality management (TQM). TQM is more than a concept; it is a philosophy unto itself. It is useful because it changes the way an organization works from seeing quality as something "extra" or an afterthought to being a means to improve core productivity. TQM has always been a flagship theme for the APO, and we hope that with the launch of this on-demand e-learning course on TQM, this important concept can be disseminated to a wider group of productivity practitioners.

The TQM course is open to all. To join the course, please click on the APO e-Learning icon on our Web site (www.apo-tokyo.org) and log into the APO e-learning course as a guest. The TQM course is largely based on the handbooks on TQM prepared by the Japan Standards Association. S.A. Khader, a well-known productivity practitioner, is the course facilitator. The complete course will be covered in 11 sessions, including an introductory one. TQM is a holistic approach and each session is a complete unit to help in the practice of TQM. The introductory session and Chapter 1: CEO's commitment, are already available. The subsequent chapters will be made available on a given schedule and the complete course will be available by July 2006.