

Editorial

It is indeed a matter of pride for all, in Nepal AOTS Alumni Society for the successful completion of twenty three years in concurrent to its aim and objectives. Nepal AOTS Alumni Society, a non-government organization formed by the ex-trainees of the Association for Overseas Technical Scholarship (AOTS), Japan will step in its 24th year of formal establishment in 1991 with the main objective of Human Resource Development in management and technical fields, especially focused on the private sector of Nepal. It also strives to promote mutual understanding and friendly relations between Nepal and Japan and other countries in the region through HIDA-AOTS and the network of AOTS alumni societies (AAS). The continuous publication of TALIM each year to commemorate annual general body meeting reflects of its commitment towards continuity.

Nepal AOTS secretariat has been housed in its own building, Yamamoto Talim Ghar in Koteswor, Kathmandu from 1995. Since the inception of the overseas Human Resources and Industry Development Association (HIDA) in April 1st 2012 after the merger of Association for Overseas Technical Scholarship (AOTS) and Japan Overseas Development Corporation (JODC), Nepal AOTS Alumni Society is in the process of changing its name officially to Society of HIDA-AOTS Association of Nepal (SHAAN). Apart from the usual ODA funded scholarship programs such as Technical Training, Management Training program in Japan, training in Overseas Countries through experts dispatch for National training programs with the Japanese resource person and World Network Friendship programs with other AAS indifferent modality, Nepal AOTS alumni society is engaged in organizing different programs under its two wings, Japanese Style Management (JASMAN) and IT programs under SHAAN IT in Nepal using National and ex-trainee expertise.

Senior JICA volunteer Mr. Toshiyuki Kato from Japan International Cooperation Agency (JICA) had been an inspirational assistance to Nepal AOTS Alumni Society in IT activities in bringing up the Nepalese IT experts to Japanese ascent.

Nepal Japan Investment Promotion Committee (NJIPC) of Nepal AOTS is releasing Hardcopy and Softcopy of the a comprehensive Nepal Investment Guide book, a manual in Japanese Language and script for targeted potential Japanese investors seeking to invest in prospective sectors in Nepal.

Nepal AOTS is committed to launch the other programs as per the goal set by HIDA in the context of Nepalese interest. After the inception of HIDA, new areas such as NGC Seminars, HIDA Business Conference Programs, NGC Newsletter, NGC Japanese Classes under New Global Cooperation (NGC) were launched. Partnership with HIDA Research Institute (HRI), Global Internship Program (GIP), and Partnership between the alumni societies and HIDA for industrial human resource development are some of the new areas that Nepal AOTS Alumni Society will look forward for its participation.

This pictorial Bulletin will itself speak of the Nepal AOTS activities during the past one year. Thanks to our well-wishers for their valuable message, article, reports and the entire advertiser who had supported in bringing up this 24th volume of TALIM.

Nepal AOTS is therefore, always committed to work for HRD development, Japanese style of management, Japanese techniques of quality improvement and sincere relation with HIDA and work as per their objective. The team spirit and supportive attitude of its members had always been strength to achieve the esteemed goals.

Binod Man Rajbhandari
Vice President and
Co-ordinator
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July 2014

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COVER PHOTO:

Delegates from Nepal AOTs Alumni Society in 10th South Asian Federation of AOTS Alumni Societies (SAFAAS) in Cox's Bazar, Bangladesh.



It gives me pleasure to know that the Nepal AOTS Alumni Society is publishing the 24th issue of its annual “Talim” magazine, in time for it’s Annual General Meeting. This magazine is a reflection of the continuous and enduring efforts of this organisation.

Nepal AOTS Alumni Society (NAAS) is one of the most active organisations and its efforts for the development of human resources in the quality and technical fields are highly appreciative. Since its inception in 1991, NAAS has worked in close cooperation with AOTS Japan and its activities have always been supportive in strengthening the ties between Japan and Nepal.

At present Nepal is going through political transition, and after successfully conducting the second CA elections, the Government of Nepal is in the process of drafting the new constitution. People in all walks of life are expecting the timely promulgation of the new constitution, after which, all can focus on the economic development of the country. Investment, both domestic and foreign, in industry and other sectors, is vital for economic growth. An investment guide book in Japanese has recently been prepared under the coordination of NAAS, and this will definitely help attract more Japanese investment. Along with good quality investment, trained human resources are necessary for development of a country. In this connection, different training programmes conducted by NAAS are well noted.

The private sector is regarded as the engine of economic growth, and it is expected that NAAS can play a more proactive role with many members from the private sector. I am confident that NAAS will further excel and continue to contribute towards the development of the country.

I hope NAAS will continue its endeavour, with vigour and enthusiasm, to strengthen the relationship between Japan and Nepal in the future. I wish the Nepal AOTS Alumni Society a great success.

A handwritten signature in black ink, which appears to read "Masashi Ogawa". The signature is fluid and cursive.

Masashi Ogawa

Ambassador of Japan to Nepal



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HIDA 14-6-319

30 June 2014

RE: Message from HIDA President

On behalf of the Overseas Human Resources and Industry Development Association (HIDA), I would like to congratulate the Nepal AOTS Alumni Society (NAAS) on publishing the 24th issue of "TALIM" magazine and the 24th Annual General Meeting of NAAS.

NAAS's commitment to strengthening our two countries' relationships has been a subject of constant admiration of HIDA. The showcase of their concerted efforts is no other than their publication of the Nepal Investment Guidebook in Japanese Language. Furthermore, their relentless contribution to organizing various HRD initiatives in liaison with HIDA have stood out among the 71 Alumni Societies located in 43 countries and regions. HIDA is pleased that we have provided training for a number of Nepalese executives, managers and engineers: 900 in Japan and 1700 in Nepal respectively. One of the highlights of our collaborations is the Program on Corporate Management for Nepal (NPCM), which came into existence in FY 2009. Last year's program was attended by 23 individuals representing all types of business (*e.g.* construction, banking, housing, pharmaceutical, etc.). We have reaffirmed our faith in developing human resources in Nepal through our business platforms.

We sincerely wish all the success and prosperity to NAAS.

Kazuo Kaneko
President, HIDA

A large, stylized handwritten signature in black ink, written over the printed name and title of the signatory.

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Best wishes to
NEPAL AOTS ALUMINI SOCIETY
for its 24th Annual General Meeting



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Ramesh M Singh
President, Nepal AOTS Alumni Society



Nepal AOTS Alumni Society completed its 24th year of formal establishment and is entering into its 25th year. Thanks to the vision of the pioneering members, the remarkable and selfless dedication of many active members, and the tremendous support and cooperation of many stakeholders, this alumni society has been successfully pursuing the noble cause of contributing to the economic development of the country in its own humble way. I am confident that this spirit will grow more in the days ahead with credible “continuity and sustainability” of its future endeavors into newer and more challenging ventures. I take this opportunity to thank all members and well wishers who have graciously contributed to strengthening Nepal AOTS and making it an institution of pride.

As an example of a new venture, Nepal AOTS has already taken up an initiative to establish a Nepal Japan Business Promotion Center in the near future with the main objective of promoting Japanese investment in Nepal. Toward this, Nepal AOTS worked on a project to prepare a comprehensive Nepal Investment Guidebook in Japanese language covering the business opportunities in Nepal and the technical, regulatory and institutional structures involved in foreign investment in the country. The guidebook is a result of successful collaboration with various governmental, non-governmental and Japan-related institutions. It is a matter of pride and encouragement that Mr. Kazuo Kaneko, President, HIDA will be launching this guidebook on 25th July 2014, the same evening of Nepal AOTS’ 24th annual general meeting in Kathmandu. With such encouragement and cooperation from various stakeholders and the commitment of its members, Nepal AOTS wishes to establish itself as a center for promoting and facilitating Japanese business in Nepal.

This year, a senior JICA volunteer IT expert, has been assigned to Nepal AOTS to further the project for strengthening the capabilities of Nepalese IT professionals in the context of promoting IT outsource business in Nepal – a project that Nepal AOTS had embarked on two years ago.

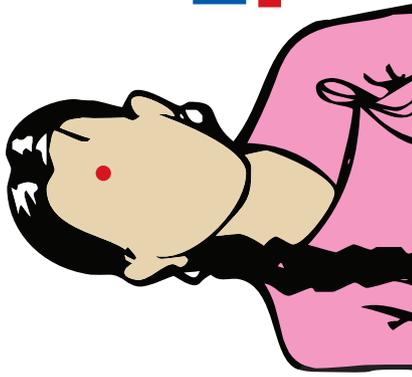
This year, the 9th World Convention of HIDA-AOTS Alumni Societies is being held in Tokyo in the last week of October. The issues to be covered in the convention highlights the changes taking place in the HIDA-AOTS priorities and expected roles of alumni societies in the future. This calls for raising the bar on consolidating our role in the HIDA alumni network and aligning with the goal of creating new value for the future. A delegation of Nepal AOTS will be strongly participating in the world convention, and I wish our delegation a fruitful participation. I also wish the world convention a grand success.

In the end, as always, I wish to place on record the commendable effort put in by the team to bring out the 24th volume of TALIM which is in your hand.

Best wishes to all.

A handwritten signature in black ink, appearing to read 'Ramesh M Singh'.

Ramesh M Singh



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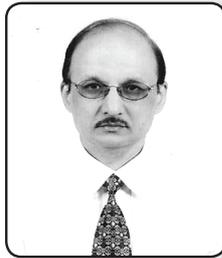
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NEPAL AOTS ALUMNI SOCIETY

Nepal AOTS Alumni Society, a non-governmental organization of the ex-trainees

of the Association for Overseas Technical Scholarship (AOTS), Japan has been actively involved in promoting human resource development in management and technical fields in Nepal since its formal establishment in 1991. So far, around 823 Nepalese have received training in AOTS Japan and about 3000 in Nepal. AOTS is a non-profit association established in 1959 with the support of the Japanese Ministry of Economy, Trade and Industry (METI) with the objective of promoting technical cooperation between Japan and the developing countries for the industrialization and development of developing countries. AOTS has been supporting the human resource development efforts of Nepal AOTS. Since its establishment, Nepal AOTS Alumni Society has been engaged in the development of Nepalese human resources in the following ways.

- Nominating appropriate Nepalese candidates for various types of training programs in Japan
- Organizing training/seminar/workshop programs in Nepal with resource persons from Japan and South Asian countries
- Organizing training/seminar/workshop programs in Nepal with Nepalese trainers among the resource pool of Nepal AOTS members and/or other experts
- Inter-alumni cooperation and collaboration under the aegis of the World Network of Friendship (WNF). Exchange of trainers and trainees among other alumni societies in the AOTS network. A brief overview of training programs involved are as follows:

Training in Japan

- Program for Design Management (PDM)
- Program for Practical Operations Management (PPOM)
- Program for Quality Problem Solving (PQPS)
- Practical Solution of Quality-Related Problems (SPQP)
- Executive Program on Production Management

(EPPM)

- Executive Program on Quality Management (EPQM)
- Program on Corporate Management for Nepal (NPCM)
- Quality Control Training Course (QCTC)
- Leadership Program for Executives (EPLD)
- Training Course on Solving Human and Organizational Problems (SHOP)
- Program for Quality Management Promotion (PQMP)
- Production Management Training Course (PMTTC)
- Executive Program for Corporate Management (EPCM)
- Program on the Development of Die and Mold Industry (DDMI)
- Program for Business Innovation by Information Technology (BIIT)
- Program on Quality Management for Bangladesh and Nepal (BNQM)
- Program for Quality Management (PQM)

i) Training in Nepal

- Information Technology Project Management
- Training of Trainers in TQM
- Quality Management training programs for Pharmaceutical industry, Hotel and Tourism Industry, Construction projects, Garment industry, Printing technology, Auto mechanics Productivity Improvements Techniques
- Total Quality Management, Kaizen, 5-S, Quality Circles

ii) Inter-alumni exchange training in South Asian region

- Quality Management in Pharmaceutical Operation
- Information Technology Project Management,
- Training on Ceramics, Auto mechanics, Garment manufacturing, Carpet designing, Wood carving,
- Hotel and tourism management,
- Tissue culture etc.

iv) Collaboration based training program with FNCCI

Since its establishment in 1959, AOTS has been conducting various technical and management training programs in Japan for the people of developing countries and other regions. The total number of participants in past AOTS training programs amounts to almost 155,000 from about 170 developing countries and regions. These former participants are playing very important roles in industry and contributing greatly to the economic development of their respective countries. At the request of former participants of AOTS training

programs as well as the industrial and business circles in developing countries, AOTS has been organizing various training programs.

The .Program on Corporate Management for Nepal. (NPCM) is one of such management training programs,

which is being organized in collaboration with Nepal AOTS Alumni Society (NAAS) and Federation of Nepalese

Chambers of Commerce ; Industry (FNCCI), Confederation of Nepalese Industries (CNI) and Nepal Chamber Of Commerce (NCC) mainly designed for CEOs and senior executives of SMEs in order to improve the managerial capabilities of corporate executives in Nepal. Since 2009, about 80 Nepalese have participated in the special NPCM program . 30 candidates in 2009, 50 in 2010-2011. Recruitment process for 20 more candidates for the program in 2012 is already in progress and 28 candidates in 2013. Likewise, two batches of Nepalese IT professionals recruited under the aegis of FNCCI were trained under AOTS Japan in early last decade.



THE ASSOCIATION FOR OVERSEAS TECHNICAL SCHOLARSHIP (AOTS)

AOTS, Japan was established in 1959 with the support of the Japanese Ministry of Economy, Trade and Industry (METI). Its main purpose is to promote

technical cooperation for the industrialization and development of developing countries and enhance

mutual understanding and friendly relations between those countries and Japan. To date, AOTS has trained over 300,500 persons in Japan from nearly 150 countries and regions. In addition, it has organized various training programs outside Japan involving more than 151,000 participants from developing countries.



THE WORLD NETWORK OF FRIENDSHIP (WNF):

The World Network of Friendship (WNF) was formed with the consensus of all AOTS Alumni Societies during the 5th

Convention of AOTS Alumni Societies held in Aichi, Japan in September 1997 with an initial fund raised through different sources commenced by a personal contribution of 5 million Yen by former AOTS resident Mr. Nagaaki Yamamoto. Earlier to the formation of WNF, there was the Inter-Alumni Society Resource Exchange Program. However, the basic guidelines were drawn in the second steering committee meeting held in Dhaka, Bangladesh in November 1998, which was then revised by the WNF Management Committee the third meeting held in Kuala Lumpur and consecutively

Malaysia in December 2001, Chennai in 2004, Lahore in 2007, and Nepal in December 2011. WNF's mission statement is "The creation of a better world through the ties of friendship and the individuals as well as collective endeavor of our members". To implement this mission, WNF seeks to empower individuals and organizations in developing countries that are committed to the social and economic development of their own communities, based upon a belief in self help and equal-partnership, through human resources development, exchanging information and learning from each other's experiences. With this entire endeavor, WNF program can be beneficial to the countries in the region and will certainly be an effort to attain the aim stated in the WNF resolution

THE OVERSEAS HUMAN RESOURCES AND INDUSTRY DEVELOPMENT ASSOCIATION

HIDA

The Overseas Human Resources and Industry Development Association (HIDA) is an organization for human resources development in developing countries to promote technical cooperation through training, experts dispatch and other programs. Through those

programs, HIDA aims at contributing to the mutual economic growth of developing countries and Japan as well as enhancing friendly relations between those countries.

HIDA was formed in April 2012 with the merger of The Association for Overseas Technical Scholarship (AOTS) and Japan Overseas Development Corporation (JODC).

HIDA

The Overseas Human Resources and Industry Development Association (HIDA) is an organization for human resources development in developing countries to promote technical cooperation through training, experts dispatch and other programs.

Through those programs, we aim at contributing to the mutual economic growth of developing countries and Japan as well as enhancing friendly relations between those countries.

■ ODA-funded Program

- FY2014
 - Training in Japan
 - Technical Training
 - Management Training
 - Training Life in Japan
 - Training in Overseas Countries
 - Experts Dispatch
- FY2013

■ New Global Cooperation (NGC)

- NGC Seminars
- HIDA Business Conference Programs
- NGC Newsletter
- NGC Japanese Classes [Japanese]

■ Other Programs

- AMEICC Secretariat

■ Japanese Language

- Japanese Language Training Center (JLTC)

■ HIDA Research Institute (HRI)

- Global Interface Japan [Business Information Site]
- Request for former AOTS/HIDA participants registration
- Invitation to HIDA's Success Story Collection

■ Training Centers

- Tokyo Kenshu Center
- Kansai Kenshu Center
- General Information about Life in Japan

■ Public Relations

- HIDA Journal
- HIDA E-Newsletter
- Facebook 
- AOTS Alumni Societies
- Others
 - Japan's HRM & IR Information

Activities of the AOTS Alumni Societies

1) Promotion of Friendship among the Members

- Get-together parties
- Factory tours
- Recreational programs, etc.

2) Organization of the Society

- Compiling Lists of Members
- Issuing newsletters
- Cooperating with HIDA Overseas Offices, JETRO and Japanese Government establishments abroad, etc.

3) Cultural and Social Activities

- Japanese language classes, Japanese language tests
- Pre-departure orientation for trainees

- Cultural lectures
- Voluntary social service activities, etc.

4) Human Resource Development and Promotion of Industry

- Collaborative activities between HIDA and the AOTS Alumni Societies (Recruiting and recommending candidates for HIDA training in Japan, lectures and management seminars by returned trainees and specialists dispatched by HIDA, etc.)

5) International Cooperation

- Arranging exchanges of trainees and experts with other Alumni Societies (WNF Program)
- Participating in the Conventions of AOTS Alumni Societies and AOTS Alumni Societies' Regional Federation Conferences, etc.
- Information sharing
- Invitation to HIDA and AOTS ex-participants to join their local AOTS Alumni Society

**Best wished to Nepal AOTS Alumni Society
on the occasion of its
24th Annual General Body Meeting**



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Activity Report

23rd Annual General Body Meeting of Nepal AOTS



Nepal AOTS held its 23rd Annual General Meeting on July 26, 2013 Friday at Hotel Himalaya, Lalitpur. Altogether 62 members attended the meeting. The General Secretary and the Treasurer presented their respective annual reports in the meeting. There was a lively discussion and remarkable participation from the floor. The AGM was followed by a dinner with the Ambassador of Japan His Excellency Kunio Takahashi as the Chief Guest.

Meeting with His Excellency Mr Kunio Takahashi and His Excellency Mr Masashi Ogawa, Japanese Ambassadors

Nepal AOTS had series of meeting with His Excellency Kunio Takahashi and His Excellency Masashi Ogawa, Japanese Ambassador and Japanese Embassy staffs at His Excellency's Residence. Meeting focus on Japanese investment in Nepal and have interaction among the Japanese related organizations and have collaborative programs. Some of the meeting were attended by representative of Japan International Cooperation Agency (JICA), Japanese Chamber of Commerce in Nepal (JCCN), JICA Alumni Association of Nepal (JAAN) executives, Japanese Language Teachers Associations, Nepal (JALTAN) executives and Japanese Universities Alumni Association, Nepal (JUAAN) executives.

Nepal AOTS's Nepal Japan Investment Promotion Committee (NJIPC) Activities

NJIPC was form to assume the role of a liaison for providing complete information to potential Japanese investors about Nepal and the procedures involved in making foreign investment in Nepal. To fulfil this mission NJIPC firstly translation of DOI brochure on Foreign Investment in Nepal into Japanese language (translation done by Dr. Yuki Ito) and uploaded into Nepal AOTS website. The website was released during the one of the steering committee meeting and Nepal AOTS provided links for EoJ, JICA, JCCN, DoI and CNI.

NJIPC organised Steering Committee Meeting at Yamamoto Talim Ghar at Koteswor on August 2, 2013; November 1, 2013; February 7, 2014 and May 2, 2014. NJIPC organised Last Steering Committee Meeting at NPL Building at Krishna Galli, Pulchowk, Lalitpur on June 4, 2014. The meeting were attended by the steering committee members. Steering Committee members are Mr Bipin Rajbhandari, Director, Foreign Investment Section, Department of Industry (DOI); Mr Mukunda Poudyal, Joint Secretary, Nepal Investment Board, Mr Tsutumo Shimizu, Chief Representative, JICA Nepal Office; Ms Tomoko Nakanishi, Research Officer, Embassy of Japan (EOJ); Ms. Junko Naito, President, Japanese Chamber of Commerce in Nepal (JCCN); Dr. Yuki Ito, Overseer of HIDA to Nepal AOTS; Mr Hari Bhakta Sharma, Vice-president, Confederation of Nepalese Industry (CNI) and Mr Rajiv Kant Mainali, Lawyer and Expert in Foreign Investment Law. The meetings focused on introduction of Nepal AOTS, HIDA Japan and the HIDA Research Institution and tentative plan to bring out a comprehensive Nepal "Foreign Investment Guidebook" in Japanese language targeting at potential Japanese investors seeking to invest in Nepal.

Nepal AOTS will be launching the Nepal Investment Guidebook in Japanese Language on Friday, July 25, 2014.

10th SAFAAS Convention 2013

Chattagram AOTS – HIDA Alumni Society (CAAS) hosted the 10th South Asia Federation of AOTS Alumni Society (SAFAAS) at Ocean Paradise Hotel and Resort, Cox's Bazaar, Chittagaon, Bangladesh from September 27 – 29, 2013. The theme of the convention was "Strategy for building a strong, financially viable and Active Alumni". 11 member delegation attended the 10th SAFAAS Convention. For the convention, members were divided into 4 groups and had discussion and 10th SAFAAS Declaration was drafted and announced. During the convention there were Best Practices of Japanese Style Management Presentation and 1st, 2nd and 3rd were awarded. The 11th SAFAAS convention will be hosted by AAS Kerala in 2015 and Sri Lanka will host the 12th SAFAAS in 2017. Nepal AOTS distributed Talim Magazine and 1 packed Tea to all the SAFAAS Convention Participants. Nepalese Delegation for SAFAAS was led by Nepal AOTS President Mr. Ramesh Man Singh and the members were Vice President Mr. Binod Man Rajbhandari, Vice President Mr. Mahesh Kumar Nakarmi, General Secretary Mr. Prashant Lal Shrestha, Executive Member Mr. Mahesh Kumar Gorkhali, Members Mr. Suresh Shrestha, Mr. Narayan Bahadur Thapa, Ms. Shanta Koirala, Ms. Tara Devi Banskota, Raj Kumar Gupta and Executive Secretary Mr. Surya Lal Nakarmi. Nepalese gents Delegation wore Nepali Topi (Bhadgaonle Topi) and Nepal Flag to differentiate from other participants. Nepal AOTS presented a wooden Peacock Window to Chattagram AOTS Alumni Society the host organization of the 10th SAFAAS Convention 2013.

3rd Youth Leadership Workshop

Chattagram AOTS – HIDA Alumni Society (CAAS) hosted WNF 3rd Youth Leadership Workshop title 'Lead To Serve' from September 27 – 28, 2013 at Ocean Paradise Hotel and Resort, Cox's Bazaar, Chittagaon, Bangladesh. Nepalese Delegation for 3rd YLW was led by Nepal AOTS General Secretary Mr. Prashant Lal Shrestha and other participants were Member Mr. Narayan Bahadur Thapa, Member Ms. Shanta Koirala, Member Ms. Tara Devi Banskota and Executive

Secretary Mr. Surya Lal Nakarmi. Mr. Dhammika Kalapuge, member of JASTECA, Sri Lanka was the resource person for the YLW program. Nepalese Gents participants wore Nepali Topi (Bhadgaonle Topi) and Nepal Flag were put by all Nepalese participants to differentiate from other participants.

NPCM Orientation Program



Nepal AOTS held the orientation program for NPCM participant at Embassy Restaurant and Bar, Pani Pokhari on Monday, December 9, 2013. During the program Nepal AOTS distributed the documents to corresponding NPCM participant. The Coordinator and Deputy Coordinator were also nominated from the participants to have the processing of Visa, Air Ticket and other training activities.

IT JICA Closing Program

JOCV Mr Yujiro Yoshida completed his 2 year term at Nepal AOTS and has returned back to Japan. Nepal AOTS SHAAN IT organised a project closing program on Friday, December 20, 2013 at Embassy Restaurant and Bar, Pani Pokhari. The program was to relay the information regarding what was the expectation from Nepal AOTS and what has been achieved by the JOCV Mr. Yoshida. JICA informed that JICA Senior Volunteer is interested and JICA had requested Nepal AOTS for the same and will be coming to Nepal on January, 2014.

Bo-nen-kai

As in the past, a very fun-filled Bo-nen-kai party was organised at Embassy Restaurant and Bar, Pani Pokhari

on Friday, December 20, 2013. Altogether 59 Nepal AOTS members along with their spouse and children, and 17 guests from Embassy of Japan including His Excellency Mr Masashi Ogawa, Japanese Ambassador; Mr. Satoru Mitani, Chief Representative, HIDA New Delhi Office with family; Mr. Keji Nakajima and Mr. Ryuki Tomiyama from New Delhi, JICA, JCCN attended the party. Nepal AOTS members contributed various gifts for door prizes which were awarded to all the attendees.

HIDA/FNCCI “The Management Training Program (MTP)” in Nepal

The Overseas Human Resource and Industry Development Association (HIDA) held Management Training Program (MTP) in cooperation with Federation of Nepalese Chamber of Commerce and Industry (FNCCI) from January 15 – 17, 2014 in Summit Hotel, Kathmandu Nepal. This seminar was the special project supported Ministry of Health, Labour and Welfare, Japanese government apart from the main activities of HIDA. HIDA has taken over this project from NICC (Nippon-Keidanren International Cooperation). Nepal AOTS President Mr. Ramesh Man Singh attended the inauguration ceremony and made a speech. Nepal AOTS President Mr. Ramesh Man Singh, Vice President Mr. Mahesh Kumar Nakarmi and General Secretary Mr. Prashant Lal Shrestha along with Mr. Hajime Ebihara (Trainer, Japan Industrial Training Association – JITA and Lecturer of MTP seminar), Mr. Hidekazu Kojima (Special Projects Group I, Innovation Project Division, HIDA) and FNCCI members and staff had a dinner program and discussion on cooperation.

Participation on JICA Alumni Association of Nepal (JAAN) Activities

Nepal AOTS President, Vice Presidents, General Secretary, Executive Members and Members attended various JAAN activities. Nepal AOTS and JAAN are having close relationship and plan to have joint programs to promote Nepal and Japanese relationship.

Partial Renovation of Yamamoto Talim Ghar

Yamamoto Talim Ghar, Nepal AOTS secretariat is in it renovation and maintenance.

JICA Senior Volunteer deputed

It is my pleasure to announce that Nepal AOTS has a new JICA Senior Volunteer Mr. Toshiyuki Kato. JICA SV Mr. Kato joined Nepal AOTS from February 14, 2014. He is continuing the the IT JICA project that Mr. Yujiro Yoshida has started with some new scope of work. He will be with Nepal AOTS till January 2016.

WNF Training Program

Nepal AOTS organised 5 day WNF training cum workshop on “Mobile Application Development” at Yak Palace, Pulchowk, Lalitpur, from July 21 to 25, 2014 with support from The Overseas Human Resources and Industry Development Association (HIDA), Japan under World Network of Friendship (WNF) and Federation of AOTS Alumni Association of India (FAAAI) and cooperation from Embassy of Japan in Nepal, Japan International Cooperation Agency (JICA), Nepal Office and IT Professional Forum (ITPF), Nepal. Mr. Rajnikant Joshi, from FAAAI was the resource persons in the training program and 40 Nepalese IT Professionals participated in the training program.

Visits to Nepal AOTS Secretariat



a. Mr. Satoru Mitani, Chief Representative, HIDA New Delhi Office

Mr Satoru Mitani visited Yamamoto Talim Ghar at Koteswor on December 21, 2013. During the visit, Nepal AOTS held an interaction meeting with Mr Mitani. Nepal AOTS Advisors, executive committee members and active members were present in the meeting.

b. Mr. Masafumi Inoue, Co-ordinator for Volunteer Program; Ms. Mayumi Isogai, Project Formulation Advisor of Volunteer Program and Mr. Toshiyuki Kato, JICA Senior Volunteer

Mr. Inoue and Ms. Isogai visited Yamamoto Talim Ghar at Koteswor on January 17, 2014. During the visit, Nepal AOTS held an interaction meeting to discuss on the IT Projects and to review the progress of the JICA support volunteer program and what is expected from the JICA SV Mr. Toshiyuki Kato. Mr. Inoue and Mr. Kato visited Nepal AOTS on February 14, 2014 for the official handover of Mr. Kato and to work at Nepal AOTS.

c. Mr. Hajime Ebihara (Trainer, Japan Industrial Training Association – JITA and Lecturer of MTP seminar), Mr. Hidekazu Kojima (Special Projects Group I, Innovation Project Division, HIDA)

Mr. Ebihara and Mr. Kojima visited Yamamoto Talim Ghar at Koteswor on January 18, 2014. During the visit, Nepal AOTS held an interaction meeting on cooperation with Mr. Ebihara and Mr. Kojima. Nepal AOTS Advisors, executive committee members and active members were present in the meeting.

d. NJIPC Steering Committee Members

Nepal AOTS welcomed members of Steering Committee of NJIPC including Mr Bipin Rajbhandari, Director, Foreign Investment Section, Department of Industry (DOI), Mr Mukunda Poudyal, Joint Secretary, Nepal Investment Board, Mr Tsutumo Shimizu, Chief Representative, JICA



Nepal Office, Ms. Tomoko Nakanishi, Research Officer, Embassy of Japan (EOJ), Ms. Junko Naito, President, Japanese Chamber of Commerce in Nepal (JCCN), Dr. Yuki Ito, Overseer of HIDA to Nepal AOTS, Mr Hari Bhakta Sharma, Vice-president, Confederation of Nepalese Industry (CNI) and Mr Rajiv Kant Mainali, Lawyer and Expert in Foreign Investment Law to Yamamoto Talim Ghar at Koteswor during the Steering Committee Meeting organised by Nepal AOTS's Nepal Japan Investment Promotion Committee.

e. Mr. Syed Ahsnul Apon, Vice President, Bangladesh AOTS – HIDA Alumni Society (BAAS) and Mr. Naimul Hassan, Treasurer, Bangladesh AOTS – HIDA Alumni Society (BAAS)

Mr. Apon and Mr. Hassan visited Yamamoto Talim Ghar at Koteswor on February 17, 2014. During the visit, Nepal AOTS held an interaction meeting on cooperation with Mr. Apon and Mr. Haasan. Nepal AOTS Advisors, executive committee members and active members were present in the meeting. Nepal AOTS held a dinner program on February 18, 2014 to honour the Bangladeshi guest.

f. Ms. Yuka Kitamatsu, Representative, JICA Nepal Office and Mr. Ram Prasad Bhandari, Associate Program Manager, JICA Nepal Office

Ms. Kitamatsu and Mr. Bhandari visited Yamamoto Talim Ghar at Koteswor on April 30, 2014. During the visit, Nepal AOTS held an interaction meeting on cooperation IT sector with Ms. Kitamatsu and Mr. Bhandari. Nepal AOTS Advisor, executive committee members and SHAAN IT members were present in the meeting. Ms. Kitamatsu and Mr. Bhandari again visited Yamamoto Talim Ghar at Koteswor on June 6, 2014 along with Mr. Hiroo Iwazaki. During the visit, Nepal AOTS held an interaction meeting on SME sector with Ms. Kitamatsu, Mr. Iwazaki and Mr. Bhandari. Nepal AOTS Advisor and executive committee members were present in the meeting.

g. Mr. Hiroo Iwazaki, Foreign Investment Advisor for Office of the Investment Board, Government of Nepal and Mr. Tomohiro Koyama, Researcher / Advisor, Embassy of Japan in Nepal



Nepal AOTS welcomed Mr. Iwazaki as a working committee member and Mr. Koyama as of Steering Committee of NJIPC. Both visited Nepal AOTS Secretariat, Yamamoto Talim Ghar at Koteswor on June 2, 2014 for the NJIPC Steering Committee Meeting.

Welcome and Farewell Dinner

Nepal AOTS organised a small farewell party on January 6, 2014 at Nepali Chulo at Lazimpat to thank and say sayonara Mr. Yojiro Yoshida, JOCV who has been working on IT JICA project at Nepal AOTS. Mr. Yoshida completed his 2 year tenure at Nepal AOTS and in Nepal and returned back to Japan.

Similarly, Nepal AOTS organised a small welcome and farewell party on March 7, 2014 at Tukuhe Restaurant to welcome the JICA SV Mr. Toshiyuki Kato and to thank and say sayonara Ms. Tomoko Nakanishi, Research Officer at Embassy of Japan in Nepal who has been a very close friend of Nepal AOTS for her support,



feedback, suggestion and coordinating Nepal AOTS programs with the EOJ. Ms. Nakanishi completed her tenure in EOJ and returned back to Japan.

Nepal AOTS organised a small farewell party on May 21, 2014 at Tukuhe Restaurant to thank and say sayonara Ms. Yuki Ito, HIDA Overseer who has been a very close friend of Nepal AOTS for her support, feedback, suggestion and coordinating Nepal AOTS.

Training Programs under the Overseas Human Resources and Industry Development Association (HIDA) / The Association for Overseas Technical Scholarship (AOTS) and World Network of Friendship (WNF)

a. Total trainees trained in Japan

During this year, altogether 29 persons participated in 5 different training programs in AOTS Japan. Further to that, Nepal AOTS has forwarded the application of 11 peoples for 5 different training programs at HIDA / AOTS Japan for final approval. Nepal AOTS has received notification for a training program at HIDA - AOTS Japan and applications are open for them. One of the participant was nominated by HIDA for “The Executive Program on Production Management [EPPM]” from August 29, – September 6, 2013, Chubu but did not participated for the program due to health. Nepal AOTS could not recommend any participants for the “The Program on Material Flow Cost Accounting [MFCA]” due shortage of application for this program.



Participant recommended for Training Programs in Japan

- a. **The Training Course on Solving Human and Organizational Problems (SHOP), Osaka, 18-29 August 2014 (2 weeks)**
- b. **The Quality Control Training Course (QCTC), Osaka, 28 August ~ 12 September 2014 (2 weeks)**
last date HIDA 17th June 2014
- c. **The Program for Quality Management (PQM), Tokyo, 17 September ~ 1 October 2014**
last date HIDA 7th July 2014

Forthcoming Training Programs

- a. **Program on Corporate Management for Nepal (NPCM) Program**

As in the previous year, HIDA / AOTS Japan will be organizing Program on Corporate Management for Nepal (NPCM) for Federation of Nepalese Chamber and Commerce Industries (FNCCI), Confederation of Nepalese Industries (CNI) and Nepal Chamber of Commerce (NCC) members at Chubu Kenshu Center, Aichi in January, 2015. Nepal AOTS will coordinate and execute the recruitment of candidates.

Forthcoming Programs

- a. **NJIPC Nepal Foreign Investment Guidebook in Japanese Language Launching Program**

Nepal AOTS's Nepal Japan Investment Promotion Committee will be organizing a launching program of a Nepal Foreign Investment Guidebook in Japanese Language on Friday, July 25, 2014 evening.

- b. **WNF Program on Micro Finance**

Nepal AOTS will organised 5 day WNF training on "Micro Finance" in October, 2014 with support from The Overseas Human Resources and Industry Development Association

(HIDA), Japan under World Network of Friendship (WNF) and Bangladesh AOTS – HIDA Alumni Society (BAAS).

- c. **Training program on IT Quality Assurance and Estimation**

Nepal AOTS will organise 1 day training program at Nepal AOTS Secretariat, Yamamoto Talim Ghar, Koteswor for the past IT Project Management participants on IT Quality Assurance and Estimation in October / November 2014. The resource persons will be JICA Senior Volunteers Mr. Toshiyuki Kato from Nepal AOTS and Mr. Koji Ichikawa from Computer Association of Nepal (CAN).

- d. **9th Convention of the AOTS Alumni Societies, Tokyo, Japan**

The 9th Convention of the AOTS Alumni Societies to be held from October 28 – 30, 2014 in Tokyo, Japan. Mr. Binod Man Rajbhandari, Vice President will be heading the delegation and delegates will be Nepal AOTS Advisor Mrs. Amira Dali, Executive Member Mr. Mahesh Kumar Gorkhali with his spouse and Member Mr. Suresh Shrestha along with his spouse will be participating for the 9th Convention of the AOTS Alumni Societies 2014. During the convention there will be a Success Story presentation. Ms. Rasmita Tuladhar, Tilganga Institute of Ophthalmology has sent the Success Story to HIDA.



JAPAN in the World Vol.12
 遠い旅路一訪 留学生のその後

ネパール
 Nepal

Amira
 Dali

ラブ・グリーン・ネパール代表

アミラ・ダリ



天啓、だったのかもしれない。カトマンズに育った天才少女に、ある日、日本留学の道が開けた。兄知らぬ国で、一心不乱に学問に励むうち、帰って国の役に立ちたいという心が芽生える。人に力を、大地に縁を、祖国に愛と慕いを。地道な取り組みを通してネパールの未来を探る女性の活動の基礎になったのは日本、そして更なる目標は日本に学ぶことという。

写真提供：ネパール
 Text by Sumiko Tamaki
 翻訳：Yoshiko Higashi

「両」 親が教育に理解のある教師だった学校の授業が終ると自宅に話の子どもが集まってくる。まことに寺屋的な庭とアミラは言う。

「勤業が日常だった」
 様々な年代と分野の学問が催される毎日。習ったことも読めるようになる環境に、素直な心と頭脳がマッチした。優秀な成績で奨学金を貰い、二歳で慶応を卒業した。その後女子大を断り、国立トリブハーン大学に進み大学院まで修了する。一日働かずとも、その才能は放つては置かれなかった。

「日本へ留学する気持ちはありませんか？」
 ネパールに縁のある日本人から誘いを受ける。理小女子大教授の依頼は、学生時代にネパール国が日本へ短期留学した時に親交を築き、以後、この国の発展に貢献する人材を日本に抱きたいと言っていた。

「一九七六年のことだ。二歳のアミラは単身日本へ向かう。初めて二人旅初めての外国だが、怖れはなかった。サリーにサンタクロースの九月マンスでほくろがた。地の賑わいで羽田空港に降り立つ。早春東京はまだ寒く、出迎えて松本美菜が出迎えたように、厚手のコートと二歳を持っていられた。とどろくかしらうにア



朝田健が1984年に結婚。ある日おれが彼女を好きで最大の理由。



(左)日本では行儀が厳格な印象があるが、海外では比較的ゆるい。右は日本文化センター。日本文化センターは、日本文化の普及と、日本人の生活の向上を目的として、1984年に設立された。今年も多くの学生が参加し、大成功を収めた。

ガーネットトレーニング活動を行う。ここに来るまで人間で話すことなんてなかった。何のなかに生まれてきたか初めて来た。車には「国際貿易が女性を助ける」の犯人を捕まえた。警察に聞かされて初めて社会について学ぶ。警察はインターロウカーを自捐したい。この本業に携わった力強い発表をする女子もいた。低カーストに属し「自己存在の意義を」と考えることなく「死んでいつかどう女性ならぬ。誰かのためにアミーラも驚いていた。ここで彼が学んだのは訓練を受けた中には日本語を学んで日本関連企業に就職し、優秀な社員も多い。自費で渡米した女性も少なくない。年間のボランティア教員を務めるほか、後援者として積極的に寄付で、熱心に指導し、自主的に寄付をする。

一九九二年に始まったアミーラとNGO法人「アミーラ・クリエーション」の活動は二〇年ほど安定した運営で信頼を得、活動は多岐にわたる。アミーラオフィスでは、米物や日用品の卸を分配している。多額のお金を支払うことで所有意識を自覚させる。子供たちからの拠出をめぐり、品物改良され病気に強い服を着るの多いバナーやグッズなど、品物の人気が高く、日本から持ってきたアミーラ

や柳は風土に合った。また最近カトンスで問題となっているのが、刺繍機で縫製された洋服だ。大きく着る取柄は増えるものの消費も、農家双方の体調不良が取り沙汰される。徐々に縫製業者へ移行し、自主販売を始めた。当然競争を博すとともに、農家が自分で売るとして、意欲を刺激されている。

さらにユニークなのが日本の旅行社と組んで展開しているエコツアー・ホームステイだ。カトンス郊外の農村をのぞいた。くまや山脈を見ながら、民家



が多いようだ。同時に予想外の効果があった。外国人の親戚によって村人が就職の機会を詳細とまで自信を持ってカーニバル開催に村長がまともな、仲良く協力する機会が増えた。婚約や結婚に存在し、婚約や結婚に苦しんで来た社会は変化が生まれ、受け入れられるようになった。

このような地理的な想活動は、日本の海外技術者研修センター(AOTIS)の発展を助けてくれた。「社会貢献」の姿を受けた。そして現在「新女性組合」が、日本文化センターから、将来自分の経済や経営文化について講義する日本文化センターの自費という大きな貢献だ。キートンは、上層階級の友人関係である。山梨が、高層階級の女性を支援した。伊藤は、玉手大学で教壇をとり、定年退職した二〇一二年キートン部の部員ボランティアは、始めに「日本研究センター」を実現させるため、アミーラを聞いた。一時は志願した。「いかに研究と経験を学んでくれたか」に生きていた間に感受しをした。様々なことを感じてくれた。国や地域の人々に成長の機会を渡すことでは、決して「定年退職してでもあればいい」として定年退職した人を見て。

アミーラは「日本には学ばざるが、なくさんありま」とはつまり言う。同じアジアの国として類似が多い。顔面から戦争を乗り越え、国家、社会、経済の発展、世界が待たず、発展して来た日本。人情、風土など歴史と文化は、土壌は、らしく、親しみやすい。

キートン人が、日本文化センターで、日本を愛し、育てる。その人を見て、たいてい、きつと国の未来を担う人になる。価値を持つて、誇り。

自覚など、運命の、思ひに感謝して、日本の未来を信じ、母国の未来を託そうという、明るい笑みに、返すはなかった。彼ら、



朝田健が1984年に結婚。ある日おれが彼女を好きで最大の理由。

WNF 3rd Youth Leadership Workshop (3YLW), Cox's Bazar, Bangladesh

This report is about the WNF 3rd Youth Leadership Workshop held in Cox's Bazar, Bangladesh on September 27 and 28, 2013. Event was organized by Chattagram AOTS – HIDA Alumni Society (CAAS) during the 10th South Asian Federation of AOTS Alumni Societies (SAFAAS) Convention 2013.

Purpose of the program was to strengthen next generation in the alumni societies who will take leadership of management of alumni societies. Previously, 1st YLW program was held in Kathmandu, Nepal on December 15 and 16, 2011 and 2nd YLW in Colombo, Sri Lanka on January 25 and 26, 2013. In continuation of these two workshops, 3rd YLW program was organized in Cox's Bazar, Chittagong, Bangladesh in conjunction with 10th SAFAAS Convention under World Network of Friendship (WNF) subsidy.

Chattagram AOTS – HIDA Alumni Society (CAAS) hosted WNF 3rd Youth Leadership Workshop titled 'Lead to Serve' at Ocean Paradise Hotel and Resort, Cox's Bazaar, Chittagong, Bangladesh.

Nepalese Delegation for 3rdYLW was led by Nepal AOTS General Secretary Mr. Prashant Lal Shrestha and other participants were Member Mr. Narayan Bahadur Thapa, Member Ms. Shanta



Koirala, Member Ms. Tara Devi Banskota and Executive Secretary Mr. Surya Lal Nakarmi. Nepalese Gents participants wore Nepali Topi (Bhadgaunle Topi) with cross Khukuri and Nepal Flag were put by all Nepalese participants to differentiate from other participants; and which was creating attention during the event.

Objective of the Program was:

- To enhance leadership quality of the youth leaders in alumni societies.
- To enhance the sense of leadership and strengthen the network among the participants.
- To learn practical knowledge of "Strategy for building a strong, financially viable and Active Alumni"
- To exchange views and experience with the senior and successful leaders of alumni societies.

Facilitator of the Program

Mr. Dhammika Kalapuge, member of JASTECA, Sir Lanka was the resource person for the YLW program. Mr. Kalapuge is a Chartered Marketer, MCIM, CPM, FAMI and FAFE. He is a Director at SIPCOM – 1 (Pvt) Ltd. A company involved in Total People Development. At present works as the Principal Management Consultant and a Trainer focusing towards Service Quality enhancement, System Study and Employee Motivation to achieve higher productivity.



Mr. Kalapuge also a former Vice President – Marketing at DFCC Bank. Has had held senior marketing positions at Sampath Bank, Eagle Insurance and Eagle CDB Fund Management. He has over twenty years of experience in Services Marketing. Mr. Kalapuge was participated in many professional development programmes locally as well as abroad.

He is a Chartered Marketer of the Chartered Institute of Marketing (UK) and holder of Post Graduate Diploma from CIM (UK). Mr. Kalapuge has done Diploma of Marketing from Marketing Council of Australia and he is Certified Practicing Marketer and Fellow of the Australian Marketing Institute. He also has done Advanced Diploma in Business Administration from Association of Business Executives (UK) and Fellow Member.

Training Methodology

Training methodology used during the workshop was combinations of mini-lectures open forum discussions, examples, relating success stories individual and group assignments. It was an interactive programme which requires a high degree of audience participation.

Course Material

During the workshop, course material in the form of a comprehensive workbook for future reference and to write an action plan was provided to the participants.

Workshop Details

During the registration, detail schedule was provided to all participants. Program was scheduled into 3 different subsets which were Opening Ceremony, Workshop Sessions and Event Closing.

Opening Ceremony



Workshop opening ceremony was started on time as per the schedule and Mr. Syed Ahsanul Apon, Coordinator of the Program and Vice President, Bangladesh AOTS - HIDA Alumni Society (BAAS) gave introductory speech. Welcome address was given by Mr. Mohammed Feroz Shah, President, Chattagram AOTS Alumni Society (CAAS) and 10 SAFAAS. During the ceremony, Mr. Man Mohan, President, AOTS Alumni Society, New Delhi; Mr. Govindarajulu Chandramohan, Vice President, ABK & AOTS Dosokai Tamil Nadu Center; Mr. Raghavendran Mukundan, Vice President, ABK & AOTS Dosokai Tamil Nadu Center; Mr. Masami Tada, Representative, Human Resources and Industry Development Association (HIDA), Japan; and Mr. Muhammad Nurul Islam, Founder President, CAAS & Honorary Consul General of Japan in Chittagong gave speeches. Facilitator Mr. Dhammika Kalapuge was the Key Note speaker.

Workshop Sessions

During the event, following course content was covered dividing into different 5 sessions in 2 days.

1. Define self-success with a positive frame of mind.
2. The understanding of inner abilities and getting the best out of one's own self.
 - Planning towards achieving organisational goals with a sense of belonging.
 - Having a 'Total Solution Focus' approach to enhance productivity.
 - Out of the box thinking to break the paradigm to transform problems into opportunities.
 - Synergise as effective team players in the institution to achieve overall objective.
 - Learn to lead through continuous improvement by working smarter to enhance productivity.
 - Be a 'Value Added Employee' to the organisation/Society
 - Defining and demonstration of the Institute's personality when dealing with Public.

Workshops were interactive and participants from different countries such as Nepal, India, Sri Lanka and Bangladesh were discussed **IN LEADING TEAMS TOWARDS ACHIEVING TASKS** which is **"LEAD TO SERVE"**.

Participants discussed about the DREAMS, assessed their own Leadership Potential, focused on 10 characteristics in a Leader and also discussed about dealing with different "Character Types" in a team.

During the session, there were several topics covered such as THE NEED TO BE 'FOCUSSED', 'PROBLEM' INTO AN 'OPPORTUNITY' IN FINDING SOLUTIONS, OPTIMISATION OF EFFORT and others through interactive PowerPoint presentations, videos and lecturer.

Also, during the event, senior leaders of alumni societies Mr. Muhammad Nurul Islam, Founder President, CAAS & Honorary Consul General Japan in Chittagong; Mr. Man Mohan, President, AOTS Alumni Society, New Delhi, India; Dr. A.K.M. Moazzem Hussain, Honorary Adviser of HIDA Activities in Bangladesh and Adviser, BAAS, CAAS and Nepal AOTS; Mr. Raghavendran Mukundan; Mr. M.M. Chowdhury, Immediate Past President of CAAS and Chairman of 10th SAFAAS Convention 2013 Organizing Committee has exchanged their views and experiences.



On second day of the event, YLW participants were attended Opening Ceremony of 10th SAFAAS Convention 2013 and also attended Presentation of Success Stories of Best Practices of Japanese Style Management in SAFAAS Region.

Closing

After the workshop, closing remarks was conducted on September 28, 2013. During the program, speeches was given by Mr. Masami Tada; Mr. Muhammad Nurul Islam; Dr. A.K.M. Moazzem Hussain; Mr. Dhammika Kalapuge, Facilitator; Mr. Kazuo Kaneko, President, HIDA Japan. YLW program will be continued for next 3 years with WNF subsidy as per Mr. Kaneko speech. Also 2 participants were selected randomly to give speeches.

Certificate was distributed to all participants by Mr. Kazuo Kaneko, President, HIDA Japan. Program was ended with the vote of thanks by Mr. Syed Ahsanul Apon.

Training cum Workshop on Mobile Application Development

Background

Mobile phones users in Nepal are increasing every day. According to latest report by Nepal Telecom Authority (NTA) it has 18 million users are using GSM mobile as of December 15, 2013 and every month number sees increasing. Although we don't have exact data about smart phone users and have no data about what type of phone they are using as well.

When we have increasing smart phone users, people will be looking into better application as per their requirement. It seems local business houses; banks are already started building mobile apps to integrate their service with smart phone users on different platform.

With the increase of demand on better apps, Nepal's local companies are not able to fulfill demands due to lacks of qualified Mobile Application Developers. Just few of IT companies started working on it. On local market it has some of very good developers although they are not sufficient as per demand and scope.

When we look into Mobile Application Development in terms of business, we need to look into its global scenario and scope as well. The mobile world today is expanded hugely and Android OS, iOS and Windows phone are holding top positions. Mobile Application service providers around the world are steadily growing and they prefer to outsource their Application development requirement to third world countries. So they are looking very good and qualified developers and agencies and due to the time zone, cost and other factors Nepal has very good chance to get it.

Realizing these things Nepal AOTS Alumni Society is planning to conduct 4 and half days hands-on training program in "Mobile Application Development".

Necessity of the Training Program

In Nepal we have some computer training institutes who have started training program in Mobile Application Development and academic institutes are also giving opportunity to learn about it to their students. As per Mobile Application's market scenario and environment; we need to produce such developers

who will not just look into work in a company as per their instructions. We need to produce developers who can dream about it, who can think about global app to earn lots of money. We need to product developers who can create an idea, code to execute or organize team to execute and make it as a business.

Currently training institutes and academic institutes are providing training just to know students how mobile application functions and how we can code it. So, on this model we need lots of managers to create idea and give work to them.

Objectives of Training Program

- I. To motive programmers and start-up company owners to work on this domain
- II. Discuss about opportunities to create global applications or create global start-up company as well as interaction on best practices
- III. Discuss on mobile application development on different major environments such as Windows, iOS and Android
- IV. Provide training to create simple and interactive huge applications having different communication channels
- V. Provide training and develop hands-on application based on specific development environment
- VI. Discuss about the trends; problem that can arise during development and compile; and using time

Training Program Detail

- Introduce to Mobile Application Development, Mobile SDK and its setup (such as Android SDK and others)
- Mobile Application Trends in Japan and World (**Toshiyuki Kato**)
- Building the Application Framework
- Understand how Mobile Application Operates - Application Lifecycle, configuration files, intents, and activities.
- Have a good working understanding of application UI – components, layouts, event handling, and screen orientation.
- Activities, services, intents, broadcast and receivers

- Have a working knowledge of Mobile OS, and positioning
- Understand Mobile Application Networking capabilities, Java XML, and JSON based on any specific mobile OS.
- Resources, menus, content providers, dialogs, notifications
- Working with database (one way communication), Working with database (two way communication with using different communication channel such as SMS, JSON or others), multimedia, images, maps and locations
- Concept and brief introduction to develop advance mobile applications (possibly using android platform) and discussion on general problem during compilation, serve, traffic controlling and other tips and tricks
- Develop a basic mobile application and compile that to serve as a working example of the topics covered in class (possibly we can use android platform for example and publish application into Google Play Store)
- Workshop on: Motivate to create Idea on mobile applications, career guidance, secret formula to creating business opportunities and to dream higher, looking possibilities and creating business

on mobile application development

Expected Output

- I. Programmers will start working on this domain;
- II. Programmers will be thinking to create applications for local and global market if they have such ideas. Nepal AOTS may support individuals to create businesses if have such idea and application.
- III. Programmers may work in a team to create start-up company or generate innovative idea/business from existing/new application;
- IV. Programmers/companies working for local market might be thinking about global market;
- V. Companies and Programmers will start looking and working on outsourced projects on mobile application development, that will help countries economy as well ;

Participants for the Training

- i. Junior, Intermediate and Senior Programmers
- ii. Project Managers
- iii. Start-up Company Owners
- iv. And Others.

BEST WISHES TO NEPAL AOTS ALUMNI SOCIETY FOR THE GRAND SUCCESS OF ITS 24TH ANNUAL GENERAL MEETING



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HR Development approach of SHAAN: an impetus for IT HRD

HR Development approach of SHAAN: an impetus for IT HRD

Background

Society of HIDA AOTS Alumni Nepal's (**SHAAN** proposed name change from NAAS on process) journey of 23 years, after its inception in 1991, as an Alumni Society of Association of Overseas Technical Scholarship (AOTS), now The Overseas Human Resources and Industry Development Association (HIDA / AOTS), is a milestone journey for the Human Resource development of the public sector organizations in Nepal. Its mission of Human resource development in management and technical fields for the private sectors in Nepal is being carried out with the constant support from HIDA / AOTS, Japan and its alumni societies in the South Asia Federation of HIDA / AOTS Alumni Societies (SAFAAS).

HR Development approach

Mainly the HR Development (HRD) activities of SHAAN are carried out with the active involvement of two committees, namely **JASMAN** and **SHAAN IT**. JASMAN caters for the HR development in Japanese Style Management whereas SHAAN IT looks after the HR development in the IT sector for the private sector organizations of Nepal.

The HR Development activities of SHAAN are implemented in the following modalities:-

1. *Management / Technical Training Programs in Japan.*

- Together with participants from other countries or Program tailor made for specific sector for a country in cost sharing basis
- Announcement of training program in local newspaper and emails to members, subject related private business organizations, federations etc.
- Types of programs are Corporate Management: NPCM, EPCM, SHOP, PQM,

QCTC. SPQP etc.

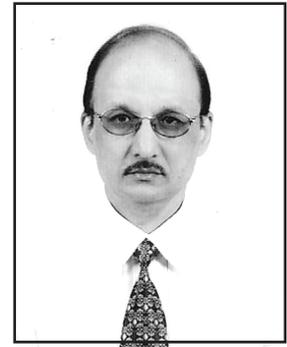
- Trained more than 500 Nepalese to AOTS, Japan for management and other training.

2. *Management / Technical Training Programs in SAFAAS countries.*

- Activity under World Network of Friendship (WNF) for the exchange of the Experts and Trainees within South Asian Federation of HIDA / AOTS Alumni Societies (SAFAAS) countries like Bangladesh, India, Pakistan, Sri Lanka, Nepal.
- Training in a group or Company based attachment training
- WNF subsidy for the expert or participant.
- Selection procedure of training program: Alumni to alumni request for expert approved by WNF secretariat, Japan.
- NAAS has been continuously utilizing the WNF for mutual benefit of Nepal and Bangladesh. Altogether 27 Nepalese have been trained in Bangladesh in various subjects like Automobile, Garment, Biotech, Pharmaceuticals, Ceramic, Electronic, PC Networking, Metal Fabrication, Interior Decoration etc; and some like screen printing, metal fabrication and others in India & Pakistan.

3. *Management / Technical Training Programs / Seminars / Workshops in Nepal.*

- WNF subsidy for expert from SAFAAS, HIDA AOTS Alumni Societies or HIDA dispatched expert or in-house SHAAN trainer.



Prakash Raj Singh Suwal
Advisor, SHAAN

- 10 Bangladeshi have been trained in Nepal in Plant Tissue Culture Technology, Carpet Weaving, Wood Carving, Traditional Architect Engineering and Tourism Management.
- Nearly 2,500 Nepalese have received various trainings within Nepal with the auspices of HIDA / AOTS, Japan in the sectors like Garment, Hotel, Travels & Tours, Contractors, Automobile, Information Technology, Pharmaceutical, Interior Decoration etc.
- Many in-house training in Japanese Quality Management and Information Technology.

SHAAN IT

SHAAN IT was formed as an IT Committee of Nepal AOTS Alumni Society (NAAS) in 2004 to fulfill the mandate of SHAAN's mission of human resource development, particularly of the IT sector, by tapping the skills and knowledge of AOTS, Japan trained IT professional alumni in SHAAN. The primary objectives of SHAAN IT were to create IT awareness in educational institutions (schools) of the country; develop professional capacity of human resource by enhancing their IT skills; and promote Nepalese IT business with Japan.

For fulfilling these objectives, SHAAN IT carried out several programs in IT sector like:

Basic Computer Training

Nepal AOTS Computer Training Centre (NACTC) trained quite a huge number of local manpower under subsidized rate. 20 laptops and 2 printers were granted by Center of the International Cooperation for Computerization (CICC), Japan to SHAAN in 2004. For the NACTC Laptop tables and chairs were granted by Embassy of Japan under the Grass Root Grant.

Nepal Japan IT Promotion meeting

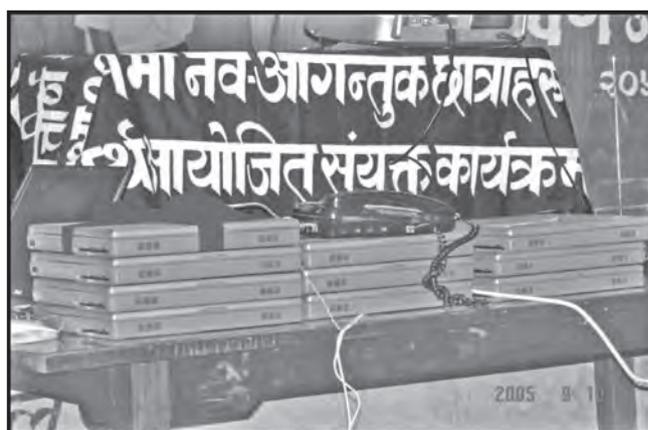
Nepal Japan IT Promotion meeting was organized on 28 May 2004 with an objectives of sharing information on status of ICT Scenario in Nepal; find out ways to promote IT in Nepal through the help of Japanese government and private sector; and share the experience of Nepalese companies working with Japanese companies. All together 46 participants including 6 Japanese guests, Computer Association of Nepal (CAN) members, officials from the then Ministry



of Science and Technology and Embassy of Japan participated in the meeting.

NetDay Programs at schools

NetDay programs were organized in 2004 to 2006, accompanied by donation of laptops/PCs at different schools of Kathmandu valley and outside, especially those lacking in budget for IT. The series of NetDay programs were carried out with the help and participation of Mr. Yoshiaki Hayasaka, Senior JICA volunteer deputed to Ministry of Environment, Science and Technology, Government of Nepal. 50 used laptops were received for donation to schools from *Toyonaka International Friendship Association (TIFA)*, Japan. 12 used desktop computers were also donated by Nepal Investment Bank for the purpose.



The main objectives of NetDay programs were:-

- To connect every children to a brighter future by helping teachers meet educational goals through effective use of the Educational Technology and Information and Communication Technology (ICT).

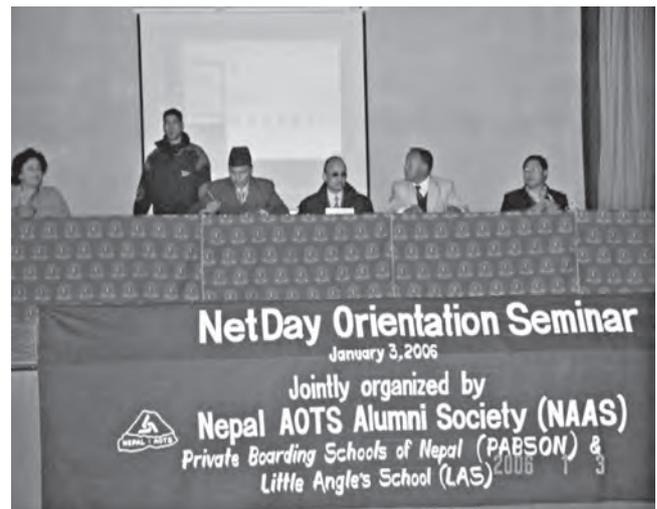
- To allow school to install network cabling in classrooms, office rooms, libraries and laboratories to a central point in school and to enable schools to connect to Internet in an economical manner.
- To help students, teachers, administrators, parents, and community members develop capacity for effective technology used in learning environments



NetDay were organized in the following schools: Shanti Nikunja Secondary School, Maruhity, Kathmandu; Tripadma Vidyashram Higher Secondary School, Lalitpur; Shanti Shikhchhya Mandir Secondary School, Thahity, Kathmandu; Kanti Ishwori Shisu Vidyalaya, Tripureswor, Kathmandu; Kanya Mandir Higher Secondary School, Nardevi, Kathmandu, Bal Sewa High School, Jhochhen, Kathmandu.

NetDay Orientation Seminar was jointly organized by SNAAN with Private Boarding Schools of Nepal (PABSON) & Little Angle's School (LAS) on 3 Jan. 2006. During the seminar SHAAN IT shared the experience gained during the celebration of NetDay at the different schools and also the principals of the NetDay celebrated schools disseminated their experiences. The objective of this seminar was

- To inform schools about the concept of NetDay.
- To explore strategies to celebrate NetDay
- To organize NetDay in series of schools



Used Desktop Computers were handed over to Hanuman Madhyamic Vidhyalaya, Patale Khet, Sindhuli on August 21, 2006. Similarly used Desktop Computers were also handed over to Shree Saraswati Higher Secondary School, Bhotechaur-1, Sindhupalchok on October 28, 2006.





Nepal Japan IT Business Promotion Convention

To achieve the objective of promoting Nepalese IT business with Japan, SHAAN IT has been working persistently, particularly, by hosting meetings, seminars and conferences right from the time of its establishment. In particular, a Nepal-Japan IT Business Promotion Convention was held on 26 to 27 July 2007 with keynote speaker from Japan, Mr. Kenji Kurokami, a prominent IT Expert from Japan and significant participation from prominent personalities and representatives from the IT sector in Japan and Nepal, Government bodies, Japan-Nepal businesses, academic institutions, business houses, Nepal-Japan associations and other professionals who contributed with valuable information and insights. The objectives of this convention were as follows:-

- Sharing the experiences / knowledge with the Japanese companies working in Nepal and Nepalese working in Japan – to learn from the facts and to know the prospects.
- Introducing each other's (Nepal and Japan) strength and requirement that may lead to business tomorrow.
- Sharing the vision and knowing the guidelines of both the nations – Nepal and Japan to proceed to future business.



IT Project Management (IT PM) Training

SHAAN IT has conducted several trainings and workshops to enhance IT capability, most notably, the IT Project Management Training Programs conducted on 22 to 24 July 2009; and 27 to 29 July 2011 by resource persons invited from Bangladesh and India respectively.

Objectives of the IT PM training programs were:-

- To Examine the IT Project Life Cycle
- To Understand Project Management Methodologies
- To Build an IT project business case, schedule, and budget
- To Procure Human and Capital Resources
- To Identify, assess, and manage Risk
- To Establish Quality metrics
- To Monitor Project Progress



Japan Overseas Cooperation Volunteers (JOCV) from Japan International Cooperation Agency (JICA)

With the aim to empower Nepalese IT personnel in their performance for the Outsourced IT Projects JICA has dispatched first JOCV for 2 years to assist SHAAN in this area on 17 February 2012. The initial objectives are to analyze and report of the actual situation and potential of Nepal IT industry in view of human resource and IT infrastructure. The ultimate objectives are to incorporate Japanese quality control; schedule control and project management style and course(s) re-designing; teaching, training and monitoring of Nepalese IT engineers.

The challenges of today are to find out the missing or lacking components necessary to empower the Nepalese IT Human resource for the overseas outsourced business. Strategies like organizing workshop of IT stakeholders of Nepal in order to come out with the recommendations for empowering the Nepalese IT personnel were recommended. Design a training component and implement the training program for the necessary empowerment of the Nepalese IT HR were envisaged.

Work shop cum Interaction program on Outsourced IT projects: Challenges and Opportunities

A workshop cum interaction program of stakeholders of Outsourced IT business was organized on 28 September 2012 with an objective of:

- Need to investigate and to address the apparent scarcity of the Nepalese IT professionals with appropriate capabilities to efficiently execute the responsibilities involved in the outsourced IT projects
- Mismatch in the capabilities of Nepalese IT professionals and the standards of quality, delivery and costs required of outsourced IT projects.

To respond to these situations, a mission has been initiated with the initial dispatch of first Japan Overseas Cooperation Volunteer (JOCV), Mr. Yujiro Yoshida, for two years term from 2012.

Total of 30 participants representing IT Companies (Project Coordinators, Project Leaders, and Team Leaders etc.), IT Academia, IT Policy Makers



(Government), IT Associations, International Agencies participated in the program. The program was organized by SHAAN supported by IT Professional Forum (ITPF), in co-operation with Embassy of Japan; Japan International Cooperation Agency (JICA) and Japanese Chambers of Commerce in Nepal (JCCN).

Project Cycle Management (PCM)

Project Cycle Management (PCM) method training was held to the members of the **SHAAN IT** with the active initiative of Mr. Yujiro Yoshida, JOCV on the 28 December 2012 and 4 February 2013 at Yamamoto Talim Ghar, Koteswor. PCM method is a tool for managing the project life cycle, which is comprised of three phases of planning, implementation, and evaluation phase, by means of a project format termed Logical Framework.

Senior JICA volunteer from Japan International Cooperation Agency (JICA)

To assist SHAAN IT in its endeavors and to further its efforts to the next level so that it can move forward with a clearer vision and to be more result-oriented, SHAAN and SHAAN IT in particular, have been very privileged to receive continuous support from JICA Nepal by deputing Mr. Toshiyuki Kato as a Senior JICA volunteer at Nepal AOTS for the period 2014-2015.

To efficiently carry out the increased scope of activities, to properly fulfill the heightened responsibilities, to actively tap the available opportunities, and to document the achievements made so far, SHAAN IT has prepared concept paper in course of redesigning its strategic outlook. This strategy concept paper is a step towards fulfilling that goal by formulating a working framework where the roles, responsibilities and activities of SHAAN IT are clearly stated to enable it to move ahead with a more focused effort to achieve tangible results; and in the process, create a distinct image for itself in the IT domain of Nepal. Thus, contributing greatly to the empowerment of IT HR in the outsourced IT business of the country.

With the mission of promoting the development of the human resources for the growth of Outsourced IT business in Nepal, SHAAN IT has clearly defined its strategic goals and objectives. Actions and strategies for the Short term (6 to 12 months), Medium term (1 to 2 year) and Long term (3 to 5 years) have been clearly defined.

Activities under the new strategy

SHAAN IT is organizing **Training cum workshop on**

Mobile Application Development (MAD) on 21 – 25 July, 2014 to be conducted supported by HIDA / AOTS under the WNF program by expert resource person from India.

SHAAN IT is also organizing **training programs on Quality Assurance and Advance IT Project Management** to be conducted by JICA Senior Volunteer Mr. Toshiyuki Kato with the cooperation of JICA in the month of November, 2014.

SHAAN IT members' IT Company is being visited in order to investigate and identify other feasible areas for IT skill development with potential of contribution to outsourced IT business.

SHAAN IT is trying to establish Communication with potential Japanese outsourcing companies/bridge companies and Nepalese member companies/alliance of member companies

A database of IT personnel and IT business of the SNAAN members is being created.

SHAAN website is in the process of redesign to accommodate the growing necessities of its activities.

**Let us use Nepalese Handicrafts &
Help in poverty reduction of the country by promoting
domestic skill, labor and resources.**



SANA HASTAKALA

Kopundole, Lalitpur, www.sanahastakala.com

“Program on Design Management” & my experience with Japan

Abstract:

This article on PDM is sharing of my understanding & learning of two week’s course on Design Management at AOTS, Tokyo Kenshu Center. In this, have majorly highlighted the course contents that are most useful for my profession, especially an overview of Universal Design, Sustainable Design, Eco- Design & Human Centered Design. In Human Centered Design parameters for the effective outcomes of any research is also included with the structured way of conducting an interview. Similarly new terminologies like ATTRAKDIFF, ACCEPTABILITY, and kansei are introduced with its importance in designing a concept. Effective way of presenting & designing the concepts and its measures with examples of my professional experience is also one of the key learning. Current successful implementations of certain part of course in my job responsibilities are also featured. Overall, it comprises of the major factors of design management and my major learning from the course & Japanese Work Culture.

Course content of program on Design Management:

1. Introduction on Design Management
2. Brand Creation and Communication Design
3. Corporate Strategy and Design Case Example
4. Establishment of Design Management System
5. Plus Corporation Showroom visit
6. Product Concept and Design Development- universal Design
7. Human Centered Design
8. From Eco- Design to sustainable design
9. Design Work Planning, Development and presentation

1. COURSE INTRODUCTION:

Before attending the training Program, in my concept Design Management is related to designing of art works and products. But this training has enhanced my knowledge in the topic that this is not just designing artworks but is the expression in addition to idea. It is also an activity to enable a smoother and more preferable relationship and communication among

human beings, objects and nature for achieving certain purpose.

Importance of Design Management:

Design Management is a comprehensive management as part of corporate governance, contributing to management by continuously creating excellent designs on all objects, things and information widely delivering to the society by company, based on the corporate philosophy.

In the midst of severe inter-corporate competition, design expression to distinctly differentiate from competing corporations and products are required.

Design work through various opportunities for contact with consumers is becoming a necessary qualification of business: Corporate Brand design, Product design, package design, advertisement / communication design, distribution design.

New roles that design department have begun to take within organization.

1. Effectively utilize design to create corporate value and commercial value.
2. Enhance integration of the value of design.
3. Promote accumulation of the value of design
4. Play the central role as the hub (axle) to transmit and receive information on design.

2. HIGHLIGHTS ON THE MAJOR CONTENTS

2.1 Introduction on the term BOFER:

Beauty: Beauty of contents

Originality: Diverse aspects inside human satisfied

Functionality: Mental Functionality

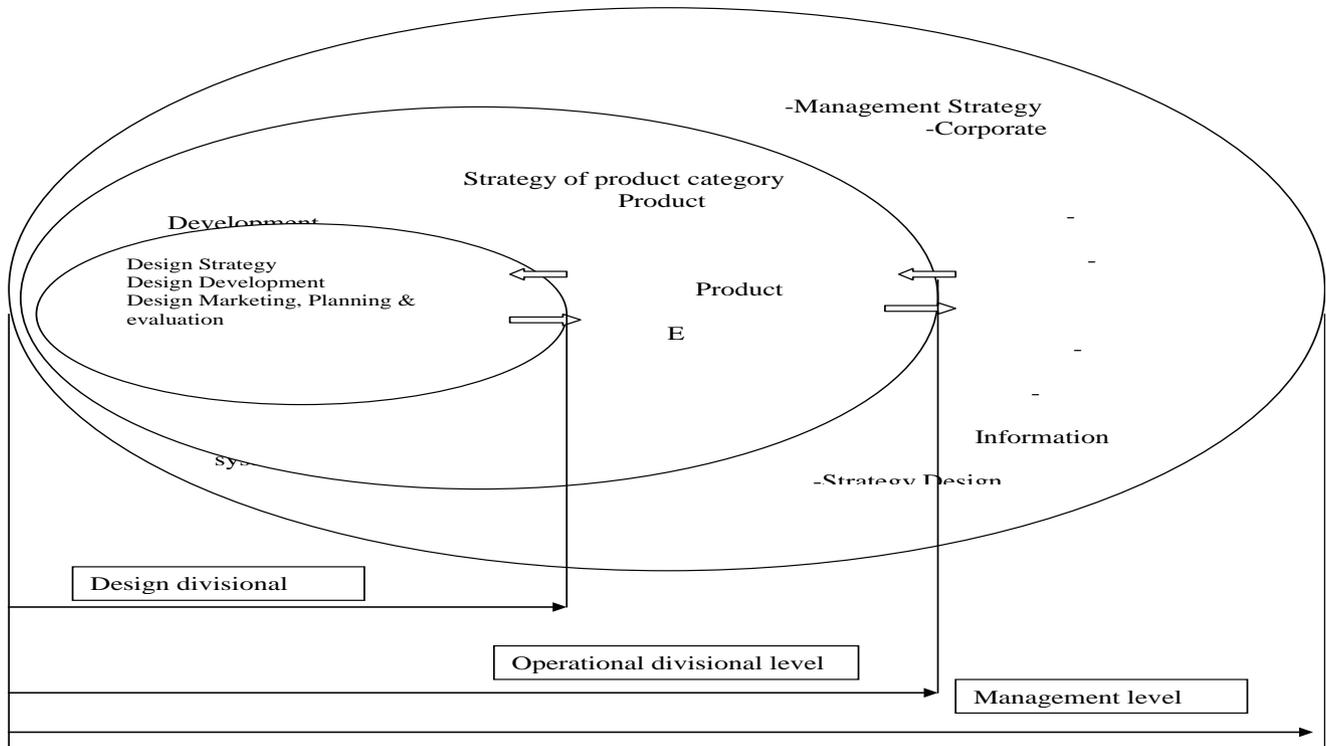
Economy: Maximum Value

Reliability: Reliability of people and company

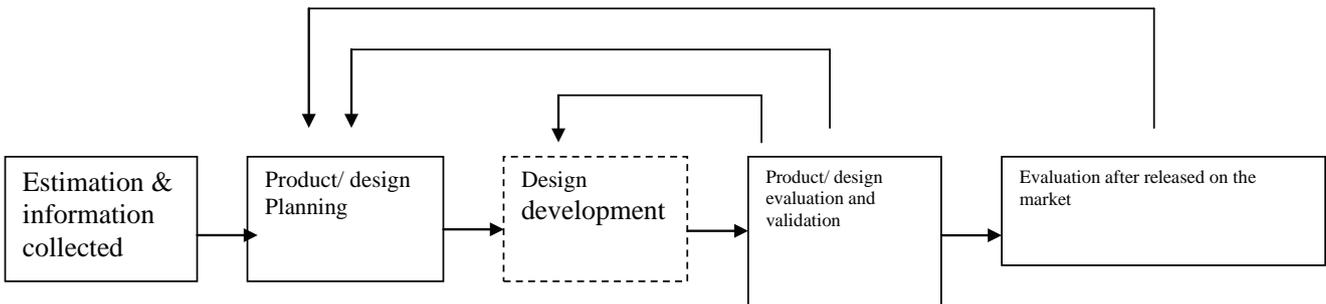


Nisma Bajracharya
Asst. Product Manager
Nepal Pharmaceuticals
Lab. Pvt. Ltd

2.2. Company – wide framework of design management



2.3 Process Integration and decision making in product development and design development



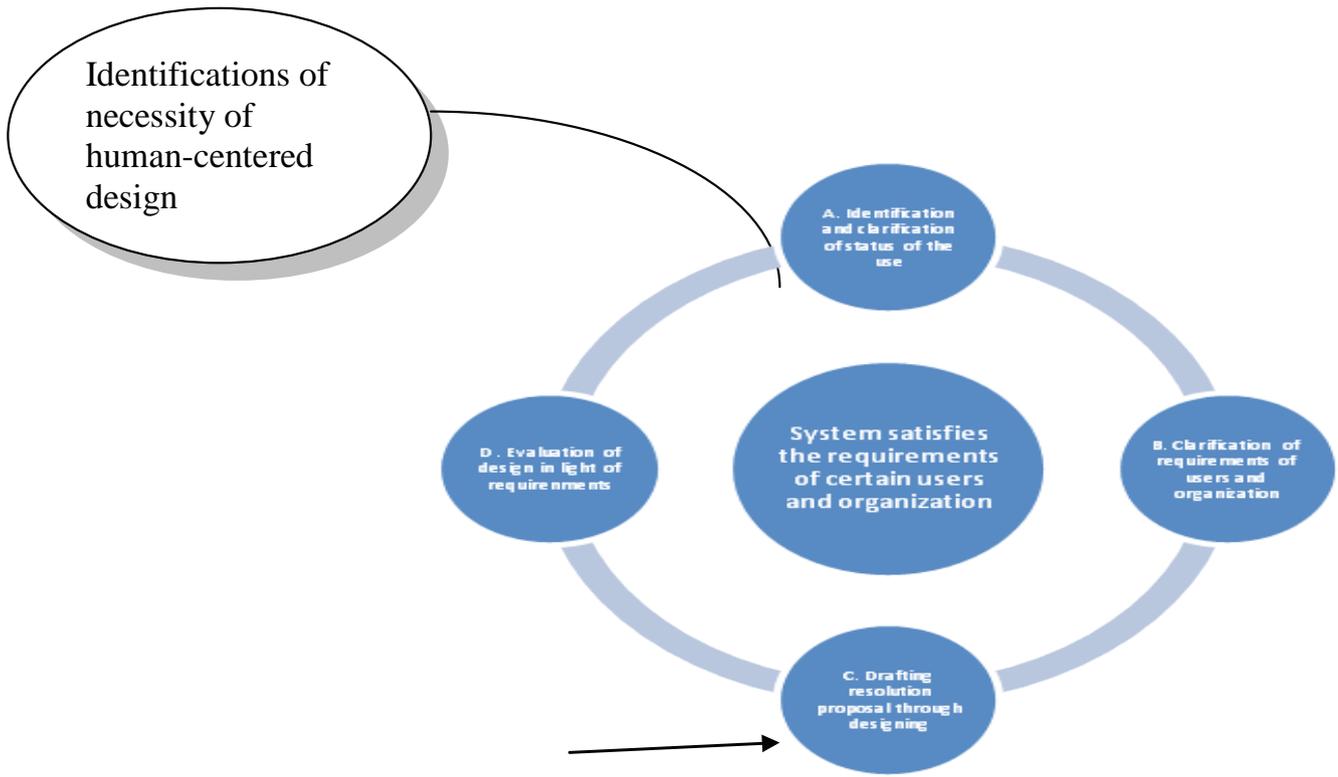
2.4 What is user centered design (UCD)?

User cannot achieves their purpose without their demands satisfied with product function and performance, however, they can neither achieves their purpose without being fully capable of using the function and performance even having quality exactly satisfying their demands.



User created design UCS is a method to focus on the quality of product when users use it, the quality in use and to realize the quality. UCD is based on the designing from users' point of view eliminating technology-centered concept or producer's self-assumption.

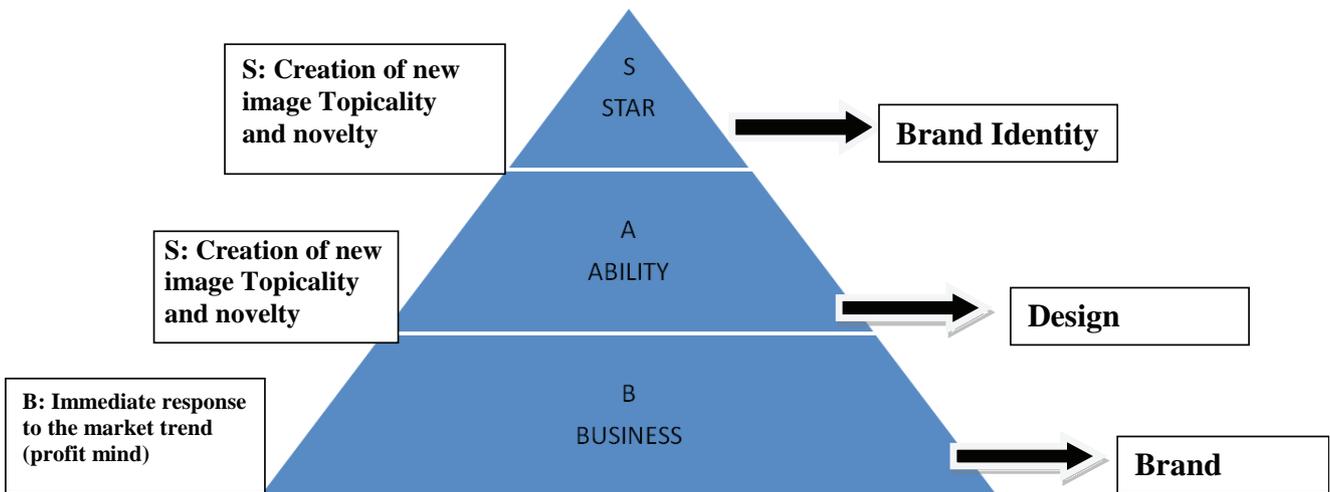
2.5 ISO 13407 Human-centered design processes



2.6 Risk management in terms of brand strategy:

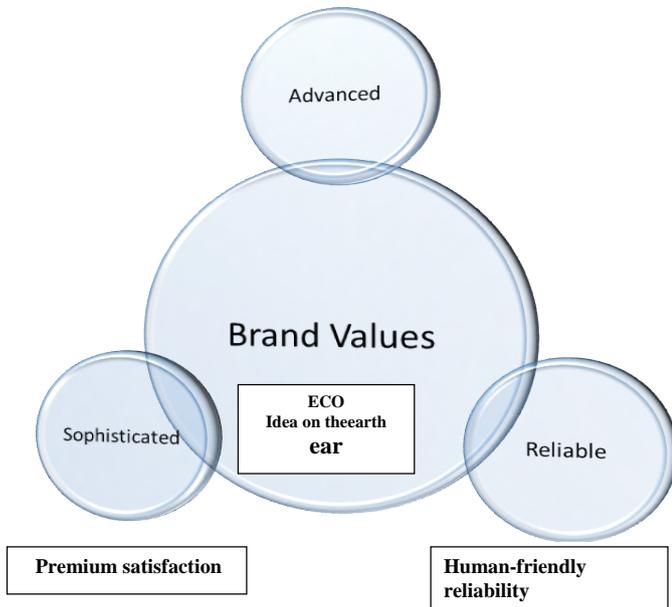
Information of design strategy

S-A-B Formation



2.7 Realization of design value

Values of Panasonic brand are advanced sophisticated and reliable features based on the idea on the earth. Design Company has been making efforts on the creation of advanced design by positioning the advanced feature to be yearned, premium satisfaction and human-friendly reliability as its design values.



2.8 Sustainable Design

Sustainable, sustainability: suggesting building alternative societies that last longer, as current civilization built on a global economic system designed to consume massive natural resources and energy is no longer sustainable.

Sustainable development: to make better society in a sustainable way.

Design for the environment = DfE: design for environmentally sound protection

Green design: to harmonize with natural environment

Ecological design: design to fit the local economy system

Eco-design: Environmentally Conscious design

Design for sustainability: design in the context of sustainability

Design for Sustainable society: design for making a society more sustainable

Sustainable design: a design methodology to build a sustainable society

2.9 Eco design

Have been developed remarkably in recent ten years

- Energy saving
- Saving natural resources
- Reuse and recycle
- Long life
- Eco-materials
- Service (decoupling economy with resource consumption)

ESM: experience sampling method

- ESM is a set of method that is designed to repeatedly request people to document and report their thoughts, feelings and action outside the laboratory, within the context of their everyday life.

DRM: day reconstruction method

- A retrospective (offline) diary method (kahneman et al 2004)
- DRM respondent first revive memories of the previous day by constructing a diary consisting of a sequence of episodes
- Then they describe each episode by answering questions about the situation and about the feelings that they experienced, as in experience sampling.
- The goal is to provide an accurate picture of the experience associate with activities and circumstances.

2.10 Introduction on ATTRAKDIFF

- Evaluates hedonic and pragmatic quality of interactive products (Hassenzahl 2003)
- Consists of 21 adjective pairs (similar to SD-method)
- Covering

- Programming quality PQ
- Hedonic quality identification (HQ-I)
- Hedonic quality simulation (HQ-S)

PQ confusing - structured

- impractical – practical
- unpredictable - predictable

HQ-I Dull-captivating

- Tacky- Stylish
- Cheap- premium
- Unimaginative – Creative

HQ – S

- Good-bad
- Beauty – Ugly

2.11 Three dimensions of ACCEPTABILITY

Acceptability (accept - reject)

➤ Quality characteristics (positive - null - negative)

- Reliability
- Safety
- Functionality
- Performance
- Usability

Kansei (positive - null - negative)

- Pleasure
- Joy
- comfortableness

Meaningfulness (positive - null - negative)

- long and healthy life
- meaningful life

2.12 Necessity for new products

- Consumers cannot express their own desire
- Desire of the consumer is related to the desire of others
- Products will determine the desire.

Types of new products

1. For filling the gap between the current products and the user needs.
2. Bringing ideas of products in other area into a new domain
 - Transplanting the functionality of the product in other domain
 - Developing a new product by applying new technology or new domain
 - Coupling the user needs in other domain with a new one
 - Re-evaluating past ideas that have been neglected.

2.13 KANSEI

- **Meaning of kansei**
- **Sensitivity, sense, sensibility, feeling, aesthetics, emotions, intuition etc..**
- Kanji (Chinese character) for kansei

Kansei = kan + sei

Feel, sympathize

character + property

How should the kansei aspect of ux be expressed?

- Likeability (Shackel, B. and Richardson, S. 1991)
- Satisfaction (Nielsen, J. 1993)
- Satisfaction (ISO9241 – 11, 1998 and others)
- Pleasure (Jordan, P. 2000)
- Hedonic quality (Hssenzahl, M. et al. 2000)
- Kansei (Kansei Engineering)

Kansei Engineering

➤ **Nagamachi (1989)**

✓ A total mental state of emotion and image in the mind regarding the objects such as a product or an environment

- Type 1: Decompose the product concept into physical characteristics
- Type 2: Determine the corresponding physical characteristics using the kansei database
- Type 3: A mathematical model

➤ **Kansei**

- A descriptive mental process based on the interaction between the intuitive imagination and the intelligent activity (Harada 2002)
- Sinnlichkeit (sensuality (Kant) = /Verstand (mind), Vernunft (reason)
- Sensibility recognition (baumgarten) = / Understanding perception

2.14 Most applicable Method for RESEARCH

Quantitative method → Qualitative method
→ Quantitative method

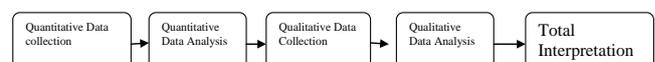
Hypothesis search

Hypothesis generation
Hypothesis verification

Mix Method

Creswell, J. W. 2003, 2007

Sequential Explanatory Design



Interpretation

Explanation and Confirmation

Classification of interview

Structure

- Structured, semi structured, non-structured

Approach

- Quantitative, qualitative

Research type

- Hypothesis generation, hypothesis confirmation

Setting

- Group interview, individual interview

Individual / group interview

- Pros of group interview
 - ✓ Variety of information can be obtained efficiently
 - ✓ Informants can get suggestive information from other participants
- Cons for group interview
 - ✓ Generalization of result is difficult
 - ✓ Group dynamics among informants

Triangulation

Use different

- ✓ Information
- ✓ Time
- ✓ Area
- ✓ Researcher
- ✓ Analysis method

BUDGET for Survey

- Communication (phone, letter etc)
- Traveling (researcher, informant)
- Personal cost (informant, assistants)
- Small gift
- Stationary (copy, print, tape, battery)
- Transcription (HIGH)
- Recruiting of informant (HIGH)
- Devices (IC-recorder, camera) – once

Environmental Setting

Who will decide the place (informant, interviewer)

Relaxing setting (planting, plant, sofa...)

To keep the privacy

Silence (a bit of sound is desirable)

No disturbance for concentration

Level of Structuring

Structured interview

Prepare fixed question items and conduct the interview in the same order to every information

Semi Structured interview

Prepare question items and conduct the interview in a flexible manner. The order of asking the question is variable and additional questions are allowed.

Non-Structured interview

Conduct the interview freely in terms of the focus point.

Inefficient but flexible. Suitable for searching the hypothesis.

General Flow

- ❖ Set the focus
- ❖ List up research questions
- ❖ Conduct the interview & observation
 - Contextual inquiry
 - Use the recorder and camera
- ❖ Transcription
- ❖ Analysis of data
- ❖ Summarize the hypothesis
- ❖ Use it for the design

Setting the Focus

- What aspects of human behavior are we interested in?
- What kind of artifacts users have been used?
- Ex. How people behave when using a function of the cell phone s/he has not used (or even heard of)?

Listing up research questions

List up all possible questions concerning the

- ✓ Include fundamental demographic traits (age, sex, occupation, educational background etc)

Group similar questions

Notes for research questions

Wording

- ✓ Do not use professional wording
- ✓ Do not include
- ✓ Leading question
- ✓ Double-barrel question
- ✓ Double negation
- ✓ Private intricate question

Be careful for the carry-over effect when deciding the order of questions.

Field Entry

- ✓ Going in to the field
- ✓ Selection of adequate field based on the theme

- ✓ Consider about the seasonal change, the regional specific demographic traits of the informant
- ✓ Be sure to conduct the preliminary survey

Recruiting the Informant

Theoretical sampling

- ✓ Idea, but takes time

Quasi-statistical sampling

1. Decide the total number
2. Allocate the traits (age, sex, etc)
3. Contact informants
 - ✓ Use the database
 - ✓ Use the recruiting company

3. MY MAJOR LEARNING:

3.1 Introduction on concept of design & its implementation: As have stated earlier design was mere the design of products and brochures for me. But when I got acquainted with the Eco design, Sustainable design and Universal design, it made me realized that how we can use the same concept in our products. It's amazing to see that Japanese focus not only in manufacturing products but also analyze impact of the products in the environment during and after its use.

While designing any product and packaging they think of their targeted customers and how these customers can take the maximum benefit of the product.

Universal design is the design that they are focusing on every product. In this session, demonstration by the professor on how concept of packaging of the Pharmaceutical product should be designed was worth learning. He also demonstrated that how a handicapped will take an analgesic if he needs, made realized that in case of such products, it will be difficult for them to tear off strips hence Alu-Alu packing would have been a better choice. Similarly, in Nepal pharma companies use the same color packaging for many products, since literacy level of the nation is very low, patient using both products may get confused. Concept of the Universal design focuses on these part especially considering all the users of a product. It also helped me to enhance my knowledge in product promotion considering product & packaging designs, for eg. we always explain the benefit of our Alu-Alu packaging resist the moisture and has the high physical stability but we have never stated that this packaging

is also easier to open for the old age patients than the strip packs.

It was a wonderful experience to know that how Japan has recovered with all natural disasters with its **Sustainable Designs**. When have faced the earthquake of 7.3 Richterscale, at that moment I came to know that sustainable design that they use has the capacity to withstand an earthquake of 7 Richter scale whereas as per the study by GeoHazards International's prediction a 6.0 earthquake would kill approximately 69,000 people in Kathmandu, the most densely populated district of Nepal. Hence, it's the high time for us to think of it and plan for certain measures.

For Nepal, concept of eco designs, sustainable designs and universal designs are very new and are just confined to the architectures or engineers but in the true sense concepts of designing is important in each field.

Human centered design: In the Human Centered design, they have focused on the research with concept that before designing anything the perception of the consumer is must. To research they have emphasized on the qualitative and quantitative measures and semi-structured form of questionnaire. During my visit to Eastern Belt of Nepal have designed the semi-structure questions as per my learning from PDM, especially regarding *Pharma Marketing* and amazingly have found better response with their grievances and suggestions. Few of the suggestions from their perspective has helped to understand the market & its trend, better. Hence, this survey has become an eye opener that how we are assuming things and how they are differing from the current market situation. As research & survey are the vital part of my job responsibility, designing of this concept and interviews has added a value in my learning.

3.2 Presentation modalities: It is not only the course content that I have learned from the PDM but have also learned the effective way of presentation. For presentations, in general, we present too many slides but over there they presented picture themes of their contents, which attracted the eye contacts and concentration of the participants. Rather than the one-way monotonous presentation, sessions were live demonstration of the concepts with role-

plays. Interactive sessions were organized where we discussed and learned from experiences of participants. Video presentation of the course content was also impressive and easy to remind.

3.3 Idea Mapping, Concept Building, and Positioning of Products: Prof. Wada told us that “ *if you want to operate things you have no right to be in Japan... try to innovate things*”, this sentence was the main theme for his 3 days session. Workshop of Design management, highlighted on designing idea based on Human centered design (surveying for the gaps to fulfill needs of customers). In this segment presenting and designing concepts was focused, where the session of idea mapping was basically for generating ideas on the basis of concepts we had after analyzing the market & finding out opportunities. In this session, ideas that we derived were allowed to jot down on the charts and based on that, positioning of the product has to be designed considering the market & customer segment that we want to target. Sketching the concept was also practiced and with that sketch, storytelling & presenting that concept was majorly practiced. This Workshop also highlighted that this era is the era of selling stories behind the products than selling the product. Therefore, storytelling and selling has high importance, which is termed **as sensitivity marketing or Kansei Marketing** (products are positioned on the emotions of customers). And when my team implemented this concept in our visual aids and the product brochures, even in distributing gifts, we had the overwhelming response and have added value on our promotion.

3.4 Work Culture: Japanese Work culture is also one of my major learning, people worked too hard to sustain and excel. Their product designing strategies depending on the segmented market shows how precisely they work for a single product. My visit to the Plus Corporation made me understand that even for a scissor, which does not have value to us, they spend millions to design new concepts to make it more attractive and more useful. The global business manager of that firm was in his early twenties and in my personal conversation with him, I was amazed with their passion for innovation and that made me realize why Japanese products have brand value and customers have the perception of excellent quality in their products.

Discipline and management of hierarchy is another part, which is appreciable and they believe on minimizing cost of production. The best example was employees were switching off the lights and other electrical gadgets when not in use, even reduction of wastage of water was also observed, which ultimately reduced the overhead costs. These factors were never thought in our perspective and for us reducing cost of production is always reducing raw material & packaging costs. Every employee has the self-initiation on reducing unnecessary expenditures and believe on gaining return of investment of every penny they spend. I was also surprised with the effective utilization of the space; where 10 people are working in the same chamber with the full concentration. This made me realize that if discipline and proper organizational culture is maintained effective working environment can be created even in less space.

In my personal conversation with my coordinator Ms. Hayasi, in Japanese organization they have attractive fringe benefits for their employees; as they believe that if people keep on thinking for their personal needs all the time then they will never put an extra effort for the organizational needs. These benefits motivate them so much that they believed on performing better than the best every day. However, with the development they have become more individualistic and have no value & time for socialization.

4. Conclusion:

This exposure has changed my perception of Design Management and provided a clear idea on designing concepts of the strategies. It helped me to sketch my ideas, based on Human centered, Universal, Eco and Sustainable design. It also enhanced my presentation skills and improved my ways of formulating & designing concepts. From results of Semi-structured questions that I used in my visit to Eastern belt of Nepal and presentation that I did during our territory development meeting, where I received positive response from my colleagues made me realize fruitfulness of the program on Design Management. In future, my learning will be implemented in developing my personal and team performance.

Current situation and Overseas IT Business

It has been a great pleasure that I have been involved in Nepal AOTS since this January. Six months have already passed.

I have settled in my new life in Nepal and new assignment in Nepal AOTS.

Before I will touch upon the latest concern in term of Human Resource Development in Nepal , I would like to introduce you the topic which I was so impressed recently.

One day I found a tag with bar code in front of the front glass of the new vehicle at the car dealer shop when I have walked around Lalitpur.

The new vehicle was made by NISSAN. When I have worked for NISSAN , I have established a new vehicle distribution system as a project manager to produce this tag.

26 years have already passed since I have launched this system. I was so surprised that this system has been still alive and I had a chance to look at it in Nepal. I was keenly feeling that I have been so happy staying in the field of IT at NISSAN as a project manager.

I will be very much happy spending two fruitful years as a senior volunteer of JICA in Nepal to Nepal AOTS,



contributing in the IT Industry in Nepal.

I would like to share with you what I am concern so far as follows.

<Scope of works>

I was required from Nepal AOTS the following works at the beginning.

- a. Continuation of analysis and reporting the actual situation and potential of Nepalese IT industry
- b. Course re-designing , teaching , training and monitoring of Nepalese IT engineers
- c. Help and guide Nepal AOTS in establishing an Examination System
- d. Help and guide Nepalese IT companies work towards ISO / CMMI certification And JICA also described the following expectation on the apply form.
 - a. To understand the real current situation of IT industry in Nepal and identify the points which should improve as a first priority
 - b. Re-planning training and supporting of the human resources development courses.
 - c. To making a plan of workshop among IT related organization such as IT industry , Academy , several NGO in order to make sure the vision for growth in the field of overseas IT business



Toshiyuki Kato
Seniro JICA Volunteer

I have spent a few months to understand the current situation and analyze the points which we have to improve then.

I would like to briefly touch upon the outcome of the analysis as follows.

< The factors that inhibit Overseas IT Business>

According to the “Global IT Report 2009 - 2013” , the latest technology in Nepal is in a similar position compared to other Asian countries such as China and Bangladesh looking at the following a table.

| | | 2009 | 2010 | 2011 | 2012 | 2013 |
|--|------------|------|------|------|------|------|
| Availability of latest technologies | India | 5.2 | 5.5 | 5.58 | 5.5 | 5.3 |
| | China | 4.2 | 4.33 | 4.4 | 4.5 | 4.4 |
| To what extent are the latest technologies available in your country ? | Nepal | 3.37 | 3.48 | 3.94 | 4.2 | 4.3 |
| | Bangladesh | 3.79 | 3.93 | 4.22 | 4.6 | 4.4 |
| | Vietnam | 4.55 | 4.52 | 4.3 | 3.8 | 3.6 |
| | Thailand | 5.06 | 5.12 | 5.11 | 4.8 | 4.9 |

Are the IT Industry in Nepal ready for overseas business then ?

Unfortunately it's not correct.

I think that it's not the matter of the SKILL , but the matter of COMPETENCY.

Under the circumstances that there are low demands of IT business in the domestic market in Nepal ,it's very difficult for IT resources to foster the system development COMPETENCY.

And at the same time they miss an opportunity to go through the practical experience of project management as well.

This is the most important subject that we have to improve at any cost .

<Disincentive analysis>

What is a real problem for the IT businesses dealing with foreign countries without a competency of the practical project management ?

It means that IT Industry in Nepal does not rely on foreign customers at all.

We are supposed to call the indexes to judge the quality of system development QCD in general.

QCD stands for Quality Cost and Delivery.

The main indexes are as follows.

Quality :

- Does the system consists according to the user's requirements definitely ?
- How does the system consider the unexpected situations ?
- How deep have you executed the inspection by each phase ?

Cost

- Have you calculated the latest cost regularly which the project has spent ?
- Is the cost which the project has spent still within the budget ?
- Do you have a contingency plan ?
- Do you save such a budget for the contingency plan out of whole budget ?
- Have you executed the procedure to avoid or reduce risks ?

Delivery

- Are you still confident to commit to keep the original schedule ?
- Have you completed the precise Work Breakdown Structure (WBS)?
- Have you recognized the critical path among

project organization ?

- Have you recognized the progress of system development correctly and problems to be solved through a regular progress meeting ?

This is a basic SKILL about project management. And it becomes important COMPETENCY to acquire them practically.

<The importance of Quality Assurance>

Quality Assurance means product reliability in a narrow sense. However it means to inspect if the procedure of all activities in system development are followed according to the guidelines which were defined in advance , in a wider sense.

And we normally inspect the following two items.

- Have you accomplished the work items by each phase ?
- Have you been approved by stakeholders by each phase ?

The concrete work items are as follows ;

- System Overview (Including the boundaries of out of scope)
- Budgeting
- The concrete development schedule by each phases
- The definition of Deliverables & Products
- Project organization (Including escalation path)
- Requirements Definition
- System Specification
- Change Management Process
- Risk Assessment Analysis
- The definition of External Dependency

I would like to do my best to give IT resources in Nepal my knowledge and experience during the two year assignment in Nepal.

Through my activities , I also would like to contribute the growth of IT industry in Nepal as much as possible.

[Mr. Kato worked 22 years for NISSAN in different position from IT Manager to Advisor, including 4.5 years assignment in Amsterdam and 1 year assignment in London. He was then has transferred to IBM Japan Services Co. Ltd as a General Manager; taking care of ERP development and sustain, for 12 years. He voluntarily retired from IBM Japan and is working as a JICA Senior Volunteer in Nepal for the development of IT Outsourcing Business. – Editor]

Training on Programme for Quality Management “PQM”

I had the opportunity to take part in the training on “Program For Quality Management” from 18th September to 3rd October 2013 in Japan. I participated in this Programme along with my colleague Mrs. Topha Shrestha.

During the two weeks training programme, I gained valuable first hand practical as well as theoretical knowledge. I acquired more knowledge on how to achieve the desired quality of a product by a company. After the training I also realized that the success of a company depends on the quality of its products and only Total Quality Management of the Company can achieve this. I also realized that a company could attain profit and competitiveness in the long run only through Total Quality Management and nothing else. During my PQM programme I got an opportunity to visit different companies where I learn theoretical and practically how they applied TQM in the company's which is discussed below:

1. PENTEL CO. LTD, IBARAKI PLANT

While reviewing my company visit, PENTEL I came to know a lot of things and information about Pentel. It was established in 1946 and has been working efficiently since then. They manufacture all kinds of ball pens, sign pens and correction pens which covers 44% of its earnings. The company was awarded “Deming application prize, Pentel developed Brush pen using artificial Fiber” in 1976. and Deming himself visited the company in 1978.

Pentel hit the height of popularity when president Johnson signed the state of union message with ‘Pentel sign pen’. The main feature of Pentel sign Pen was that it was able to survive the change of atmospheric pressure and writes well under non-gravity circumstance reported aerospace “GEMINI”.

The company has started “EGG21” in the hope of becoming an “ENVIRONMENTAL PROTECTION COMPANY” in 1991 and established the “Environmental principles” in 1996. Through its series of manufacturing operations of stationeries, painting materials and

other related products, Pentel Factory also consistently promotes various activities taking into consideration the preservation of the global environment under the following slogans, “Create factory green spaces that are earth- and environmentally friendly through participation by all.”



*Leesa Manandhar
Manager, Quality Control
Simca Laboratories Pvt. Ltd.*



There are 60 QC circles in the Pentel organization and basic principles of QC Circle activities are:-

- i) Display human capabilities fully and eventually draw out infinite possibilities.
- ii) Repeat humanity and build worthwhile to live and happy bright workshop,
- iii) Contribute to the improvement and development of the enterprise.

The main purposes of Pentel QC Circle activities are:

- i) Aim to achieve self-development, improvement of individual abilities through mental development and character building.
- ii) Create an employee-friendly working environment where employees can discuss anything openly and find fulfillment in their jobs.

- iii) Eliminate errors, losses and dangers in the workplace and contribute to improve work performance and company by mastering and utilizing kaizen and management techniques.

The operation of QC Circles are Circle meetings are held on every Tuesday for 20 minutes.

The subcommittees per division of roles are held monthly (the first Wednesday of the Month) and are held in each production section.

In addition, exchange meetings among circles, etc are held voluntarily.

An excellent QC Circle is awarded every year with certificate and money by the director serving as general manager of promotion.

2. TOYOTA MOTOR CORPORATION ,MOTOMA CHI PLANT AND TOYOTA KAIKAN EXHIBITION HALL

Adoption of QC activities (1951)

In 1951, Toyota implemented QC training as a method of internal quality control training. With this, Toyota started to popularize the quality control concept along with the acquisition of statistical tools.

Since the Quality Control Committee was established in 1953, Toyota has been implementing company-wide QC training and spreading statistical quality control among all staff members.

Introduction of TQC (1961)

In 1961, Toyota introduced TQC in order to introduce further quality improvements to accompany the quantitative expansion of management. A company-wide quality assurance system was established as a result of introducing TQC. This system was primarily based on:

- activities for reliably building quality into the work processes
- activities to assure quality by rigorous inspection, and
- activities for auditing those activities to see that they are executed correctly.

Through such activities, Toyota promoted a system where customers were able to take pleasure in purchasing a Toyota product, drive that product with peace of mind, and be satisfied with the high quality level of both the product and the after-sales service. At

Toyota, this basic philosophy of quality assurance was defined "Quality Assurance Regulation" which was implemented on a daily basis.

Through these TQC activities, "QC views and concepts," a foundation of the work process at Toyota, has been established. At the same time, the establishment of systems was advanced, and the following actions were rapidly taken:

- establishment of a total management system for quality, cost and delivery, and
- development of management vision and implementation of policy management.

These actions brought about significant results in all aspects of operations, including effective problem-solving due to improved communication between sectors, improved personnel training and improved workplace activities. These results were reflected in the production of superior products.

Toyota was awarded the Deming prize in 1965 and the Japan Quality Control Model for its TQC activities in 1970.

Toyota's TQC activities are based on policy management, daily management, and improved vitality of personnel and the organization.

The **FIRST** point is through implementation of policy management that approximately rotates through the PDCA cycle, a foundation of work operations. Toyota still has a system for ensuring the implementation of top management long-term visions and company policies. The annual company policies are announced to all employees by the president, with the aim of spreading the policies to each employee.

Toyota's way of business management is based on cross-functional management. Since the organization is designed as a functional matrix, this management style allows for sound management by function within each division and across the entire organization in the case of quality and cost. Toyota first introduced this type of cross-functional management into business management.

At Toyota, all company executives visit the plants several times a year. They meet with personnel on the production line to observe the actual way in which work is being carried out through genchi genbutsu.

These plant observations and worksite visits provide

employees with the opportunity to report any improvements they have made in their jobs or results they have attained directly to members of top management. These factory observations also provide members of top management with effective opportunities to talk with and encourage workers. Toyota considers these meetings between top management and workers to be very important.

The **SECOND** component of TQC is the company-wide deployment of “daily management”. The techniques for achieving goals are established as standards. By following S-D-C-A management cycle, a high standard of daily work can be correctly maintained and work goals can be efficiently achieved. This system is what is referred to as “daily Management”



TOYOTA MUSEUM KAIKAN EXHIBITION HALL

The **THIRD** component is improved vitality of personnel and the organization. A typical example includes **QC Circle activities** in which all production members participate. The QC Circle activities not only generate significant results in quality, but also in other fields such as cost control and safety.

There are currently about 4,500 circles, and all of these are actively engaged in QC Circle activities.

Another way to promote direct participation in company activities by all employees is the “creative suggestion system”. More than 550,000 suggestions are submitted annually. The fact that nearly all of these suggestions are adopted indicates the high quality of their contents.

When an employee attempts to make improvements using he/his own ideas while working, she/he takes pride in the job and becomes more involved with work. This leads to improved vitality of personnel and the organization.

Toyota changed the name of the activities from TQC to TQM (Total Quality Management) in January of 1995 to have the activity recognized internationally. Toyota has been working on each activity in order to improve the vitality of personnel and organizations by devoting to the policy of “customer first” and having all employees perform kaizen individually.

Toyota offers TQM training programs as:-

- i) QC Circle activities to technical-related employees,
- ii) SQC (Statistical Quality Control) and T-PK (Toyota Process Kaizen) to general staff and
- iii) MAST (Management-Quality Advancement system developed by Toyota-group) to managers.

1. Toyota deploys QC circle activities at technical-related workplaces. The original aims of QC circle activities are to improve each employee’s capability, to respect humanity and to create a positive workplace. QC circle activities have been improving the vitality of each employee working on the front line.
2. Toyota has been continuing SQC as a Kaizen tool in order to increase quality levels since it was introduced in the 1950s.
3. The activities are being advanced from three standpoints: knowledge acquisition, practical utilization, and sharing and deployment of outcomes.
4. T-PK or Toyota Process Kaizen tool helps to visualize hard-to-see tasks at administrative and technical-related workplaces, and is a tool for performing kaizen tasks such as eliminating muda and improving quality. It also supports the sharing and standardizing of information.
5. Toyota deploys MAST for managers. MAST is a tool for practicing high-quality management based on hoshin kanri. It is a system that effectively implements the PDCA cycle in workplace management. By utilizing MAST, each manager can grasp strengths and points to be improved at their own workplaces systematically and link these discoveries to autonomous kaizen.

Toyota is now working on various challenges under the new name of TQM (Total Quality Management).

However, the foundations of TQM have not changed since the company was established. The motto of the company is "good thinking and good production".

3. MEIDOH CO, LTD. MIOSHI, PLANT.



MEIDOH was established in 1924 in Nagoya city and became a direct supplier to Toyota motor corporation in 1938. The ISO 9002 certificate received in 1999 and ISO 14001 certificate in 2000. The company was received Deming prize in 2010.

The main products of company's are;

- i) Bolts for automobile assembly (Thread diameter: 8-12 mm)
- ii) Bolts for automobile assembly (Thread diameter: 10 – 18 mm)
- iii) small metal parts for automobiles.

The organization is divided into seven departments;

- i) Corporate strategy planning & development: there are 11 nos of staffs who are working in this department, the duties are to promote TQM. corporate planning, e-QCC, holding events, running overseas entities.
- ii) Operation department: there are 58 staffs and their duties are personnel, labour, training, safety, the environment, facilities management, accounting, asset management, IT management, Purchasing management, order management for materials, molds, and washers.

- iii) Sales department: no of staffs are 27 and their duties are handling of sales management and business activities.
- iv) Engineering Department: 52 nos of staffs are working in this department and duties are development of new products and processing methods, trial production management, product evaluation, production process planning, introduction of new equipment, production technology.
- v) Guarantee-of-quality department: 114 staffs are working and their duties are to assure in quality, (Quality assurance), product handling complaints, Product testing and inspection of finished articles.
- vi) Production control system: nos of staffs are 108. the main duties are, production volume adjustment, production preparation, shipping and receiving externally-ordered processed goods, product inventory management and product shipping management.
- vii) Manufacturing department: 597 staffs are working and they do general manufacture. All together 1027 nos of staff.

Overall I learnt from Meidoh is: TQM is to be used to achieve business results through systematic activities,

1. Policy management-to achieve breakthrough improvements using prioritized approach, PDCA cycle.
2. Daily Work Management- to manage routine activities and incremental improvement using SDCA cycle (Standards, control charts)
3. Problem solving-just DO IT, KKD and QC Story
4. Quality assurance activities;
 - i) Driving force is important for QA
 - ii) Identify appropriate measurement/information from 'attractive quality' point of view rather than just addressing 'must be quality' OR 'one dimensional quality' aspects
5. Small Group activities (QC Circle) – Involvement. participation of entire organization
6. Changing Mindset for Quality and Safety is utmost

important to achieve improvements

7. At MEIDOH, quality and Safety declaration system is established 2 years before wherein all front line employees' gives their commitment for Quality and Safety by putting their signatures.
8. On periodical basis, based customer complaints, defects, incidences, adherence to declarations is evaluated.
9. demonstration of behaviors are analyzed and monitoring and coaching sessions are conducted to improve behaviours.

4. CHUBU SEKISUEI HEIM INDUSTRY CO, LTD.

The Chubu Sekisui Heim industry was founded in 1985. It was in 1993 that the Heim factory was built adjacent to the 2U home factory. It was Heim, the steel framed unit house, that embodied the "Unit technology" of sekisui first. Only "steel- framed houses" can provide people with the sense of security, because they are built under strict quality management using the technology to secure the steel strength and precision. They realize high- level housing performance with unequivocal quality and offer comfortable life to their customers.



The reason for the high safety and high reliability of Sekisui Heim is its high quake resistance. It is resistant to 1800 gal which is high strength structure to earthquake. The unit "box rigid framed structure" technology is adopted to disperse outside forces such as earthquake and typhoons in a balanced way. It is also fire resistant to about 840°C flame and will not catch fire frame next door. Each room is also equipped with fire-prevention gadgets to prevent fire from spreading throughout the house. It is anti-rust performance and durable for 140 years. The steel is treated with molten zinc, Aluminum and magnesium alloy plating and is highly corrosive-

resistant. The house doesn't require for maintenance work for more than 30 years. It is resistant to wind of 60m/second. The outer wall is made up of synthetic tile (Proprietary material developed by Sekisui) and that doesn't require painting. In comparison with conventional prefabricated houses, it adopts complete energy-saving measures and sound and heat proof equipments. Being a unit house using steel, it is a highly safe and rational house to live in.

The basic Policy of the company is "to offer environmentally friendly and people- friendly housing that impress our customer" in a pleasant, enjoyable, and comfortable way.

They are currently working under the three vectors of "to offer better quality", "to adopt to the environment," and "to offer housing with people in mind." By building quality, the environment and people as one, they will keep promoting house- making that contributes to our customers and society. They are confident that in the future they will definitely see the a miles of people who live in those houses.

The company received the ISO 9002 certification in december 1999. ISO 9002 covers and assesses the "Quality of a product and the "quality" of the production mechanism. The key word for the 21st century is the "environment". They acquired ISO 14001 certification, and are currently tackling the ever-worsening environmental problems head-on. Their production system is focused on coexistence with the planet and the natural environment.

5. KOMATSU LTD. OYAMA PLANT



The Oyama plant was established in the year may 31, 1921. Early on, the Oyama Plant began looking for to save energy and reduce the burden on the

environment .In 1996, it introduced a cogeneration system.In 1997 it was won ISO 14001 certification-the world standard for environmental management. In 2000 it became the first construction machinery manufacturer in japan to achieve zero emissions-a considerable achievement when you consider that it was not untill 2006 that the whole industrial park where the plant is located, achieved this distinction. The Oyama Plant is always at the forefront.

Zero Emission Achievement(Recycling and resources)

Among the keys to zero emissions is recycling and better use of resources.The Oyama plant has made recycling plant waste a priority and set up a resource center to make sure that all resources are effectively and efficiently.

Pollution control

The plant has processing facilities to purify effluent. This is done using microorganisms and the water that is discharged from the Oyama Plant is pure enough to be used for agricultural purposes.

Energy Conservation

The Oyama plant has invested in a number of various energy-saving projects such as a gas turbine cogeneration system for better use of waste energy and a zone air conditioning system which reduces power consumption by 90%.The plant has won the Minister's Prize,given by the Ministry of Economy,Trade and Industry and also the ESCO(Energy Service Company) Project Awards Gold Prize for its contributions to energy conservation.And more activities are planned in the future.

Main Products:

Main Products include construction & mining equipment engines,industrial vehicle engines,marine engines,rail car engines,generator engines, emulsified fuel engines,hydraulic equipment, and axles.

Approach to CO2 Reduction:

Reduction of CO2 emission is a very important issue worldwide,and the field of construction machinery is no exception.For more than 10 years, Komatsu has been carrying out innovative research & Development to enhance fuel efficiency and reduce CO2 emissions,as part of its contribution to the fight against global warming.One result of this effort is our diesel-electric hybride construction equipment.The Oyama Plant

is developing and manufacturing the power sources for this equipment-including engines and hydraulic machines.

TQM (Total Quality Management) Activities in KOMATSU

Concepts of Komatsu way-

Strength,benefits which support the strength,pattern of behaviuor, and known- how which are fore runner's have built it from their experience of success and failure.

Through "MONO-DZUKURI" Komatsu builds teamwork activities performed in their value chain consisting of not only internal Divisions,such as development production,sales services and administration,but also suppliers,distributors and other partners.

All komatsu Group employees shall share Komatsu's corporate culture=DNA(strength,values code of conduct and know-how).

Komatsu's corporate culture in the statutory form = the Komatsu way

Komatsu's QCC(Quality Circles) competitions are within the Plant and At global Level)

komatsu's vocational Olympic Competitions are held for skill development and enhancement between Oyama and Tochigi Plant.

komatsu's SEEK (Shimotsuke Ecology & Economy Kaizen) improvements helps in improving individual skills.

During my stay in japan,I found the people of Japan are very co-operative,friendly and very concerned about their nation.Their puntuality and daily life style impressed me very much.From the experience that I gathered during my stay in Japan, I found their immense affection towards Nepal and their respect of the Nepalese people for what we are and what we can be.They account the potentiality of Nepalese people and are always eager to help us in all respect and to help us exploit our potentials.

Overall, I will cherish every moments of my stay in Japan.I was fortunate to get such an oppertunity that allowed me to gain an insight to modern Total Quality Management Techniques in the organization.I am sure that the lesson I learned from the training will be beneficial, not only for me but also to my company.

SUCCESS STORY



Rasmita Tuladhar

Tilganga Eye Centre (now Tilganga Institute of Ophthalmology) is non-profit and non-government organization, it has been focused on preventable blindness since opening in 1994. Tilganga is one of the model organizations of our country which has Eye Hospital, Fred Hollows Intraocular Lens Laboratory and Eye Bank at same place work as a team for prevention of blindness VISION 2020. Tilganga played vital role in working with government to develop this plan.

Medical director, Dr. Sanduk Ruit, eye surgeon leads the team at Tilganga which has become a centre of excellence for high quality ophthalmic service, products, training and academic. It was challenging to establish an international standard CE marked Intraocular lens (IOL) Laboratory in our developing country for Dr. Ruit. Nowadays our IOLs are within top five positions on international market and sold to around 70 countries around the world. In 2006 he was awarded the Magsaysay Award, followed by Thailand's Prince Mahidol Award. Last year, in September 2013 he was awarded Champalimund Vision Award, world's largest award in the field of vision by Champalimund Foundation, Portugal. He was rewarded Social Entrepreneurship by SCHWAB Foundation Geneva, Switzerland on March 2013. Specially he was awarded national award SANSEA 2013 .

The FH IOL Lab has established documented, implemented and Medical Device Directory requirements. The FH IOL Lab is certified with ISO 9001:2008, ISO 13485:2003 and Directive 93/42/EEC (CE mark) from SGS in the United Kingdom. All manufacturing operations are conducted in class M5.5 clean room befitting the US Federal Standard 209D (ISO CLASS 7). Finished product packing occurs in class M3.5 laminar flow workstations to maintain

a sterile work zone with less than 100 particles of 0.5 micron or above per cubic foot of air to ensure almost no (99.9%) micro-organisms.

I was lucky to select to take training on Program for Quality Problem Solving (PQPS) in HIDA, Tokyo Kenshu Centre, Japan (28 August-10 September, 2013). That training was very useful to our IOL Lab. After getting PQPS training firstly I shared with supervisors and all production and QA technicians by giving presentation during Annual Training Program. I shared presentation with Nepal AOTS also. All materials given on the PQPS were taken at the library of the organization so that staff of IOL Lab could see easily. We applied principles of Total Quality Management (TQM). We basically focused on customer basic requirement and customer satisfaction with customers expressed requirements. In future we will try to apply customer delight with customer's latent requirements. In our IOL Lab PDCA (Plan Do Check Act) cycle was smoothly rotated. If any problem on our production process and FH IOL Lab observed we made small QC Circle and analyzed about the problem. We identified the problem by collecting data on check sheets and solve the problem by using Pareto Diagram, Histogram and Cause and Effective Diagram. I suggested applying about stat work of QC seven to solve the problem of our IOL Lab. In future we will try to use state work also. Lastly I would like to say that I will try to continue process improvement for efficiency and do my best for solving problem by using QC seven tools.



Training Under HIDA-AOTS Japan (2013/2014)

| S.N. | Name of the Program | Duration | Place of the Training | Name of Participants | Name of the Participants Company |
|------|--|---|-----------------------|--|--|
| 1 | The Quality Control Training Course [QCTC] | 28 th August – 12 th September 2013 | Osaka | Ms. Shobha Basnet Poudel | Zest Laboratories Pvt. Ltd. |
| 2 | The Program for Quality Problem Solving [PQPS] | 28 th August – 10 th September 2013 | Tokyo | Ms. Rasmita Tuladhara | Til Ganga Eye Center |
| 3 | The Program for Quality Management [PQM] | 18 th September – 2 nd October 2013 | Tokyo | Ms. Leesa Manandhar Ms. Tophia Shrestha | Simca Laboratories Deurali Janata Pharmaceuticals Pvt. Ltd. |
| 4 | The Production Management Training Course [PMTTC] | 25 th September – 8 th October 2013 | Aichi | Mr. Arniko Rajbhandari | Nepal Dairy Pvt. Ltd. |
| 5 | The Program on Corporate Management for Nepal [NPCM] | 14 – 25 January 2014 | Aichi | Mr. Madan Lal Joshi Mr. Paras S.J.B. Rana Mr. Prakash Poudel Mr. Ajaya Kumar Mishra Mr. Pramesh Parajuli Mr. Baburam Pant Mr. Bodh Raj Devkota Mr. Narayan Kumar Shrestha Mr. Manish Kumar Singh Mr. Pramod Kaji Baniya Mr. Rajendra Dhakal Mr. Jagannath Gautam Mr. Bashu Dev Pandey Mr. Pravin Raman Parajuli Mr. Ramesh Bhakta Pradhan Mr. Vivek Pradhan Mr. Raju Poudel Mr. Gyanendra Bdr. Pradhan Mr. Samit Raj Shilakar Mr. Robin Man Amatya Mr. Kiran Lal Joshi Mr. Surendra Bahadur Godar Mr. Vineet Kumar Agarwal | Furniture Land Store Pvt. Ltd. Hotel de l' Annapurna Sine Resunga Development Bank Ltd. Prudential Finance Company Ltd. Batas Brothers Pokhara Noodles Pvt. Ltd. Citizens Bank International Ltd. N' Multifinancial Media P. Ltd. Medivet Pharmaceuticals Lab Pvt. Ltd. Swayambhu Hotels & Apart. Pvt. Ltd. Himalaya Engi. Co. Nepal Pvt. Ltd Dragon Construction Pvt. Ltd. Business Pro. Research & Com. P. Ltd. Nabil Investment Banking Deurali-Janta Pharmaceuticals Agro Engineering Work Pvt. Ltd. Live Care Pharmaceuticals Pvt. Ltd. Medipro Computers Newakar Enterprises SAARC business Asso. of Home Based Workers Soaltee Crowne Plaza Global Cable Industries Pvt. Ltd. Inter-Tech Pipe & Fittings |

WNF Training Program

| | | | |
|---|--------------------------------|--------------------|----------|
| 1 | Mobile Application Development | July 21 - 25, 2014 | Lalitpur |
|---|--------------------------------|--------------------|----------|

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