

Biographical Sketch

DENNIS S. TACHIKI

Dennis S. Tachiki is currently a professor in the Graduate School of Business Administration at Tamagawa University (Tokyo, Japan). He did his undergraduate study at the University of California at Los Angeles and graduate study at the University of Michigan. Subsequently, he has held teaching and research positions at the University of Minnesota and The University of Michigan in the United States, and Sophia University, the Sakura Institute of Research, the Asian Productivity Organization and Fujitsu Research Institute in Japan.

While at the Sakura Institute of Research, he has assisted the global clients of the Sakura Bank to invest in the Asia-Pacific region, and for the past 25 years he has been a consultant to multinational corporations and government agencies in the Asia-Pacific, European Union, and North America on total quality management. At the Asian Productivity Organization he organized training and model projects to promote quality and environmental management systems (ISO 9601/14,001) among small- and medium-sized enterprises in the Asia-Pacific region.

He has published comparative research on QC circle activities in Japan and the United States, small group activities in the service sector, especially banks and hospitals, and a bottom-up approach for implementing work improvement teams in the public sector. In this connection, he was presented papers and keynote addresses at the International Quality Association, International Convention for Quality Control Circles, Norwegian Society for Quality, Association for Quality and Participation, International Convention on Quality Control for Service Industry (South Korea), and International Exposition of QC Circles (Singapore).

He regularly conducts training workshops on total quality management, particularly in benchmarking and quality control circle activities, for the Japan International Cooperation Agency (JICA), JICA-Net (videoconferencing training program), Association for Overseas Technical Scholarship (AOTS), Asian Productivity Organization (APO), Pacific Resource Exchange (PREX), World Bank and other international organizations as well as assisting the national productivity organizations in Malaysia, Indonesia and the Philippines. Currently he is the technical advisor for a JICA Project implementing TQM in the public sector throughout Bangladesh.