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Japan Homestay, Tokyo 2012



With Takashi Mitsui who drove us to Mt Fuji.

Hi, my name is Isabella Lee and my husband's name is James Pang. We are from Kuching, Sarawak, Malaysia.

We are introduced by James' friend about this HIPPO homestay many years ago when our children were small.

We have been talking about this HIPPO homestay but we never have the opportunity to join, thinking that it is very inconvenient to put up with families with my small kids.

To our surprise it was not and we are happy to say that this year we have finally fulfilled our dream of staying with a Japanese family.

When we reached Japan we were welcomed by HIPPO families and we felt at home. We are very impressed to know their eagerness to learn our language and our culture.

We were put up with a young family, Takashi and Misuzu Mitsui and their two lovely kids. I must say they are very friendly and their son Takeru is a well behaved boy.

for us even though she had to take care of her little baby and the boy.

No words can express how much we owe to this family and all those who had been with us too.

Besides seeing the wonderful scenery of Japan, we are so impressed with Japan's technology, people, buildings, gardens and everything seems to be so fine and beautiful. How we wish we could have stayed longer to discover more of Japan.

Finally we would like to thank all of them for their hospitality and wish them all the best in everything they do especially to our Takashi and Misuzu and the kids.

We will miss all of you and will forever treasure our friendship and our love.

Isabella

June 2012



Home party with host and friends.



Persatuan Alumni AOTS Malaysia (PAAM) with a total membership of about 800 can be a very strong NGO, if only its members are active and supportive of its activities and programs. With a membership spanning over a wide spectrum of professionals and business owners, theoretically, PAAM should not be hard-pressed for ideas and human capital. Of course, there again is a big caveat ie provided that its members

are active, supportive and willing to chip in when called upon to do so.

I am grateful that for this term of office which I am heading, I have some of the most capable leaders in the Central Committee. Together we hope to generate more activities that will benefit members. And if possible, we also hope that participation in these programs and activities will not burden members with unnecessary financial commitments. What we need is your time via attendance and active participation in our programs and activities.

Just to name a few big events this year, there will be an Annual Dinner for all members sometime this year. And we will try to keep participation fees as low as possible because it will be heavily

subsidized affair. There will be lots of prizes and fun for all who attend this dinner.

Then there is the biggest event which PAAM is going to organise ie The World Convention of AOTS Alumni Societies which will be held in KL. The date for this Convention has not been finalised by AOTS Japan yet. But I believe in due time they will inform us. During the last Convention held in Yokohama, Japan, AOTS had agreed to allow PAAM to host this historic event which is due in 2012/2013.

Another annual event which we are going to organise is the Afro-Asian Entrepreneur Program (AAEP) which is due to be held sometime end of the year or early 2013. This program brings together budding entrepreneurs from

Africa and Asia for a time of knowledge-sharing with many practical study visits.

In the pipeline are short tea talks on various interesting topics, family outings, apart from our usual Japanese language classes which you can join at a discount.

Our Persatuan is as strong as the support received from members. I therefore like to end my message by coveting your continued support and participation.

Thank you, have a great and productive day!

Tan Teng Ek
President



Getting to know your CCM

How Chee Seng – April 2012 – April 2014

By : How Chee Seng, Assist. Honorary Treasurer



Minasan, Ogenki desu ka?
How Chee Seng to mooshimasu.

I am now running my own LV/HT electrical installation, maintenance and supervision business, equipped with Suruhanjaya Tenaga Class 'C' licenced Electrical Contrac-

tor. I live in Taman Dagang Jaya in Ampang.

I am married with 3 children, 2 boys and a girl. My eldest is a 3rd year university student and the other two are still schooling, Form 5 and Form 4 respectively.

I attended a five months AOTS Training Program in 1993 in Japan.

Before the actual training, I attended a Japanese Language Program in Kansai Kenshu Center.

I wish to contribute my service to PAAM in whichever way I possibly can and I am always willing to share my experience.

Doozo yoroshiku
onagai shimasu.

Newsletter PAAM No. 69 August 2012

Newsletter PAAM quarterly bulletin, first published in 1988, is distributed to ex-trainees under the AOTS training programs and to participants of PAAM activities in

Kota Kinabalu, Kuching and Johor Bahru. It is also distributed to AOTS oversea offices, AOTS alumni societies in other regions and local corporate members.

The newsletter aims to improve communication between

PAAM and readers by providing information on PAAM activities. PAAM editorial staff always make efforts to further improve the quality of its content, making it a pleasure to read and would be more than happy to receive articles on personal experiences

and news. We welcome comments and suggestions.



Editor
mohdhakim90@yahoo.com

Annual General Meeting

Sunday, 22nd April 2012



The planned Annual General Meeting was held as scheduled on Sunday, 22nd April 2012 at the Function Room, Summit Hotel, Subang USJ.

We were honoured with the attendance of Encik Mohamad Ismail Abu Bakar from MIDA, the representative of Y.B. Dato Mustafa Mohamed. It was also an occasion to meet new friends and to refresh old acquaintance. Someone

that many of us are familiar with and who always attend PAAM events and always wish to be updated with PAAM activities, was none other than Mr Baharuddin Arief, a former President.

Subsequently, an EGM was held at PAAM Office on 10th June for the purpose of correcting shortcomings of the earlier held meeting and finally a new line-up of PAAM

Central Committee Members was decided for the term April 2012 until April 2014.

Our thanks to Mr Zamrud Mansor and Mr Theodore Wong for kindly chairing the meetings respectively. At the same time, not forgetting thanking the members for sacrificing your family time to attend the meetings.

Meet the new PAAM Central Committee Members April 2012 - April 2014



President
Tan Teng Ek SSA,PJK,MBA



Vice President
Yang Chor Leong PJM



Honorary General Secretary
Maggie Yap Cheng Hong



Assist. Honorary General Secretary
Yap Choon Ming



Honorary Treasurer
Khor Kai Tong



Assist. Honorary Treasurer
How Chee Seng

Committee Members



Hj. Mohd Hakim Mohd Nor



A. Aziz Y. Kamaruddin



Siao Kent Wah



Lee Hock Leong
PJK,PJM,PKT



Lokman Hussein



Khairudin Ishak



Nadaraja A. Suppiah

Homestay Programm in Japan.

24th May - 2nd June 2012

By : Hj Mohd Hakim

PAAM was not able to organise a Homestay program last year due to the Tsunami that hit Sendai, a city in the coastal area of northern Honshu. This year, PAAM managed to gather 13 participants, 6 adults and 7 students from SMK Seafield, Subang, Selangor, for a 9 days stay in Kawagoe, Saitama

Prefecture, north of Tokyo, about slightly more than an hour Coach-ride from Narita Airport.

On May 24th, 10:50 pm, a JAL flight that took us on a 6 hours journey to Tokyo, arriving at about 6:30 in the morning. Many of them, yet

to adjust their time to suit the local which is an hour faster. After having a quick but expensive breakfast at the Airport, they were put on a coach heading for Kawagoe City where the Welcome Reception to be held. It was held in a tatami laden hall, "first experience lah!", sit-

ting cross-legged, no problem lah. The Ceremony started with the introduction speech by Kawagoe Hippo Family Leader, she wanted to be called 'PekoChan', surprisingly the speech was done in Bahasa followed by the other Host Families, also in Bahasa. The Malaysian Students too came with a surprise of their own, their introduction speech were done in Japanese. "Malaysia Boleh!". The Hosts' children put up a performance of songs and the Malaysian Student too responded with their own, "tak mahu kalah lah", this was followed by simple games where everybody participated, creating an atmosphere of fun and laughter overcoming the anxieties and language barrier.

Each participant was ceremoniously introduced to their Host family. Food was served immediately after that, a great relief to the empty stomachs. Soon the party was over and each participant was whisked away to the homes of the Host families. The experience of the next 7 days stay in a Japanese home can only be told by that particular individual and each has their own story and joy to share.

The participants were gathered again on 31st May, an opportunity to introduce the unique and pictorial Malaysian multi-racial society identity to two Primary Schools. Malaysians in their traditional dresses sharing simple quizzes and games, touching of hands through clapping, thus allowing the children to have a feel of the Malaysians, like them, we are also warm-blooded human beings, always willing to extend warm friendship despite the cultural and language differences. The Hippo

The welcome party



Each participant was ceremoniously introduced to their host family. Mr. & Mrs. Pang from Sarawak in the fore front.



Getting to know the host family for the first time.



A welcome performance by Japan HIPPO



Malaysia responded with an equally good show.



Ice breaking ceremony is always effective, after food is being served.



It was time to start the one week-stay in a modern Japanese home.

Sightseeing around Tokyo



The train-ride. Qaizarah and her host family.



Visiting the tallest tower in the world. Qaizarah, Ms Maggi and Hj Mohd Hakim



Recently introduced tallest tower in the world, nickname "Sky Tree"



A temple in the midst of Tokyo City.



An ancient Japanese house.



An Aikido Dojo.

Family Club members and the Teachers played vital roles to make the occasion educationally successful.

The 7th day was the parting day. It was at Kawagoe Station that they bade goodbye

to their Host Families. Tears were shed which showed warm family-like love were fostered over the week and to say goodbye so soon, something that even the strong-heart cannot hold back their tears. By this time,

phrases like `sayonara, mata aimasho, watashi o wasurenai de kudasai` were fluently expressed, which means `goodbye, see you again, please do not forget me`.

What happened to the 8th

day? The answer to that you have to ask the Students and their Teacher. They must be having a lot of fun at Tokyo Disneyland, I wonder at what time they made it back to the Hotel? When they did, I was already sound asleep.

A visit to 2 primary schools



Detail preparation among teachers, Hippo Family Club and Ms Maggie.



Planning a good performance by the Malaysians.



A well practised act before the show.



Even teachers have roles in the act.



Getting ready and waiting for instruction for the big show.



A quiz about Malaysia.



Waiting for their role in the show.



A well coordinated straw-hat dance.



Age is not a barrier to make young friends.



Even a great show has come to an end, good luck kids, you're the next generation.



For more information on 2013 Japan Homestay do not hesitate to call +603 7726 2836 [Jeyapai]

Some memorable images



Hj. Mohd Hakim with his foster family.



This young primary school girl came forward to show us some of her tricks.



These young Malaysian girls put up a good show.



Li Anne's memorable moment in Japan.



Befriending a Sumo Wrestler.

The Farewell



Li Anne with a well prepared farewell presentation in her beautiful yukata.



None wish to miss this group 'see you again' photograph.



It is never easy to say 'good bye'. So, let's say 'see you again'.



The long ride to the transit hotel before flying home.

How to Measure Quality? Part 1

By : Mr. Abd Aziz Youp Kamaruddin



Who should be the person most interested in Quality? It should be the Chief Executive of the organisation. Why? Because we had earlier shown that Quality gives high return on investment (R.O.I.), And Chief Executives are very interested in R.O.I.

How do you measure Quality? A Chief Executive understands only money. He talks the language of money. So, for the Boss, you have to talk in terms of Cost - the Cost of Poor Quality (COPQ).

In the average performing organisation, the expenses related to mistakes, inefficiencies, customer complaints, and poor performance can be huge.

These expenses, which the organisation accepts as a normal part of its operating costs, can vary between 20-30%!

COPQ are all the expenses incurred for doing things wrong. It includes manufacturing or product rejects, re-working of materials, repeated service, warranty inspections, and re-tests.

COPQ refers to those costs that would not have been incurred, if every aspect of a product or service were precisely correct, the first and everytime thereafter.

COPQ can be expressed as a percentage of sales. It consists of three categories.

1. Prevention Costs:

These are costs to prevent defects in design, development, purchasing, and all aspects of beginning and creating a product or service. It includes measurement actions. Examples are:

- design reviews
- product qualifications
- supplier evaluations
- process capability studies
- Zero Defect programs
- Quality Audit
- preventive maintenance

2. Appraisal Costs:

These are costs incurred while conducting inspections, tests and other planned inspections to determine whether produced hardware, software or services conform to the requirements. Examples are:

- prototype inspection and test
- supplier surveillance
- receiving inspection and test
- package inspection
- status measurement and reporting
- process control acceptance

The way to get noticed..



3. Failure (Rectification) Costs:

These are costs associated with things that have been found not to conform or perform to the requirements. It also includes the evaluation, disposition, and customer affairs aspects of such failures. Examples are:

- handling customer complaints (you may need to go to their site, for industrial products)
- guarantee/liability claims
- engineering change order
- re-work and scrap
- service after service (they may ship back your products, and you pay all the expenses)
- corrective actions

For an organisation that implements Total Quality Management (TQM), the COPQ will go down from 20-30% to 2-3%. Wouldn't such cost reductions tremendously improve your company's bottom-line?

Irasshaimase! (Welcome!)

By : Mr. T E Tan



Whether you are in the supermarket or a friendly neighbourhood store or visiting a friend's house, you will be often greeted by the word "IRASSHAIMASE!" It means welcome in Japanese.

The Japanese society believes strongly in excellent customer service and the first point of such contact is when their station salespersons, usually girls at the entrance of a department store to greet you with courteous bows and say "IRASSHAIMASE!" In restaurants, coffee houses

or even offices throughout Japan, those who come into contact with clients and customers are trained to greet with shouts of "IRASSHAIMASE!"

"IRASSHAIMASE!" can be shortened to "IRASSHAI!" If you visit a private home, most likely the hostess or wife of the house would greet you with "IRASSHAIMASE!" The host or the man of the house may simply shout out "IRASSHAI!"

In the fish market or vegeta-

ble outlet, the fish-monger or the vegetable-seller may even shout out "RASSHAI!", a crude form of welcome.

Whenever I see these Japanese salespersons waiting at the entrance to shout out "IRASSHAIMASE!", I often wonder whether it would affect their sales or not if such practice were to be terminated.

After all, the whole world is facing recession and to many companies, it calls for some cost-cutting measures....



On reflection, I guess "IRASSHAIMASE!" is still very much part of the Japanese culture and culture dies hard....

In House Japanese Language Training [16 April - 9 July 2012]

A total of 9 employees from Aeon Co (M) Bhd have successfully completed the Intensive Japanese Language

Programme. This group will be sent to Japan for a period of 2 years for a training cum working program.



Sensei Masako (sitting 2nd from left)



The wow Japanese speaking employees from Aeon with the top student, Nelson Chin (sitting far left)

Welcome new members

No.	Name	Course Attended / Activity Participated
1	Thiagra Raj a/l Sivanandam (Ordinary)	Tea Talk on Income Tax (22nd April 2012)
2	Saifuddin Bin Badaruddin (Ordinary)	Tea Talk on Income Tax (22nd April 2012)
3	Vizayer Rajoo G (Ordinary)	AAEP Feb 2012
4	Lokman Bin Hussein (Life)	Upgrade to Life Membership

PAAM & MIPMM Joint Programs

PAAM and Malaysian Institute of Purchasing and Materials (MIPMM). These programs were approved and fully claimable under Human Resource Development Fund (HRDF). The following are programs to be jointly organized by:

1. Certified Supply Chain Practitioners
2. Certified Logistics Management
3. Certified Warehouse Management
4. Professional Certificate in Marketing Management
5. Professional Certificate in Sales Management
6. Professional Certificate in Retail Management

PAAM members participating in these programs will enjoy a discount of about 10%.

The Intake for the programs will be on September, October and December, every year.

PUBLIC WORKSHOPS TRAININGS

COURSE CODE	TRAINING PROGRAM	DATE	MEMBER PRICE
L101	COMPREHENSIVE LOGISTICS MANAGEMENT Improve Saving & Reduce Cost	Dec 2012/ Jan 2013	RM 900.00
S101	DEVELOPING & MANAGING SUPPLY STRATEGIES How to archive best results	Dec 2012/ Jan 2013	RM 900.00
W101	INVENTORY MANAGEMENT Key Factors for maintaining an efficient Inventory Management	Dec 2012/ Jan 2013	RM 900.00
N101	NEGOTIATION SKILLS Key Technique for Purchasing Strategies	Dec 2012/ Jan 2013	RM 900.00

**Note: Training brochures are available upon request.

Visit to AOTS Office in Tokyo, May 30th 2012

During the Hippo Homestay in Tokyo, Ms. Maggie also visited AOTS and met up with

some officers including Mr. Hiroyuki Yoneda, Director of the board.



Presenting PAAM official plaque to Mr Hiroyuki Yoneda

Courtesy call omiyage from Ms Maggie

Hippo Family from Korea – Homestay Experience in Malaysia, 2nd to 5th June 2012

By : Ms. Maggi Yap



A group of 10 Hippo family Members from Korea were in Kuala Lumpur to experience Malaysian culture and lifestyles.

It was a homestay program which gave them the opportunity to live, having home

cooked meals and above all to experience the unique multi-racial Malaysian society. For five days they were made to be a part of the family members of the hospitable and kind Malaysians, who were so willing to share their home and joy with the 10 participating Koreans, giving

them an memorable experience and fun time in Malaysia which they will remember and cherish for a very long time. A farewell cum appreciation dinner was organised by PAAM for both the participating Koreans and their Malaysian host families.

PAAM wished to thank all the Malaysian host families who have sacrificed their time and home for this purpose, Mr Low Kiang, Mr Lee Kok Heng, Mr Martin Lee, Ms Cris Nadia, Mr Vizayer Rajoo, Mr Yam Teong Sian and Mr Andrew Kok.