

APPENDIX 1
QFD Institute Newsletter
“Capturing Knowledge of Retiring Boomers with QFD”
May-June, 2006, www.qfdi.org

Intangible Assets Manufacturers' efforts to pass on skills	
Toyota	Setting up Global Production Center
Mazda	Allowing workers to leave shop floor to train younger workers
Nippon Steel	Pairing young worker with veteran worker
JFE Steel	Standardization of training programs across all plants
Mitsubishi Heavy Industries	One-on-one training programs
Mitsui Engineering & Shipbuilding	Establishing skill yardsticks so that workers can recognize their level
Matsushita Electric Industrial	In-house training school
Teijin	Offering instructor positions
IHI Marine United	Rehiring retired workers as instructors

Source: The Nikkei Weekly, April 24, 2006