

## Building a business and division that prioritizes customer success.

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### The job

I am mainly engaged in the planning and operation of “FitLive,” an equipment monitoring service, which is one of our LCM (Life Cycle Management). By analyzing the vast amount of operating data obtained from connected facilities, I am also able to save energy, diagnose problems before they occur, and provide maintenance support at the most appropriate time. I work together with our customers to solve their environmental and facility-related issues, as well as issues related to human resource shortages, through collaborative creation. I want to contribute to the realization of customer success by providing new high value-added services.

### Achieving the ideal

The trends of competing manufacturers in each product category indicate that it is very difficult to secure a competitive advantage by connected systems alone. It is important to create value that can be obtained by analyzing operating data and high value-added business that can be realized through connected devices with a sense of speed.

To this end, it is important to develop human resources with strong digital skills and to maintain and expand our competitive advantage over competing manufacturers. And it is essential to promote collaboration not only between equipment, but also between business units that connect people. It is also necessary to create a work environment where team members have a desire to contribute to others and feel comfortable taking on new challenges. I conduct team building while taking into consideration the psychological safety of the team members according to their maturity level.

### The 10-year view

By further expanding connectedness, I would like to develop our company’s unique one-stop service on a global scale, which our competitors cannot imitate. To achieve this, I would like to see the company develop into a business and division that can realize “Customer Success” for all stakeholders, including customers, business partners, and employees. I, myself, will also make every effort to achieve this mission.

