

Initiatives aimed at enhancing and sophisticating operational quality

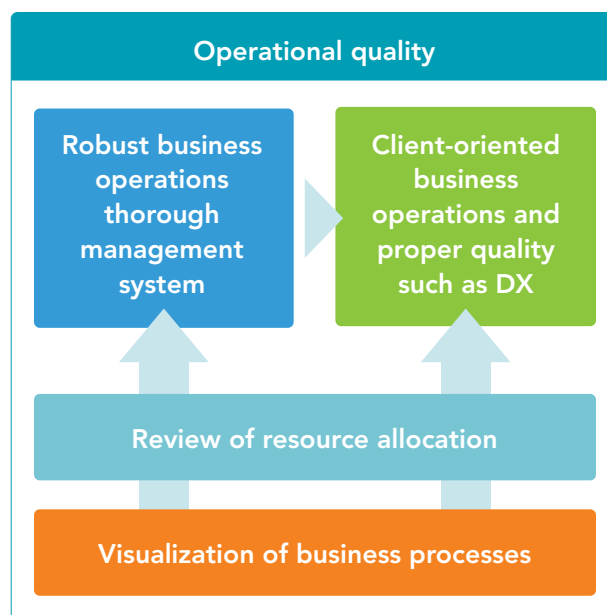
SuMi TRUST Group considers enhancement and sophistication of operational quality to be the most important management issue, providing products and services that exceed client expectations and that are based on the fiduciary spirit that is the foundation of credibility with our clients and society. In addition, recognizing the importance of reaching employees who are suppliers of products and services, we have formulated “Our Standards of Conduct” and publicized our approach to appropriate action.

Initiatives in FY2022

In fiscal 2022, we began the actual operation of a framework for the discovery, analysis and improvement of issues related to enhancing and sophisticating established operational quality.

By doing so, we will continuously improve operational quality autonomously by identifying vulnerabilities in our operational processes through a comprehensive view of our products and services.

Specifically, business division itself conducts a self-assessment of the status of risk control in business processes for each product and service, and Business Process Planning Department conducts a cross-cutting assessment from a company-wide perspective and discusses necessary improvement activities at management level. This is conducted as PDCA cycle once a year.



In addition, for each product and service, we are working to visualize business processes in order to clarify the overall picture of business processes centered on client contacts, the positioning of such products and services, and the connection between our Purpose and products and services. Through this visualization, employees who engage in business operations, including parts of the operations that employees are not directly involved in, gain a better understanding of the entire process of delivering products and services to clients who are stakeholders, and further understand importance of their business operations, thereby improving quality. Moreover, this visualization is performed when new products and services are introduced, so that risks that may arise in business processes are discovered before products and services are actually provided.



We will continue to pursue robust business operations and thorough management system based on relationship of credibility that exceeds client expectations. Continuously enhancing and sophisticating operational quality while also updating it will strengthen our management foundation and organizational capabilities.

Based on fiduciary spirit, we will develop safety and security that we have established in existing areas in the field of value creation.