**Top Policy:**

Brush up competitiveness of SEQCDF "Mono-zukuri" to realize the trusted manufacturing company by employees, regions and business operations!

*S:Safety , E:Environment , Q:Quality , C:Cost , D:Delivery/Lead, F: Flexible*

**TL Policy:**

Aiming the most reliable factory with best SEQCDF

**Admin Policy:**

Construction of business management base and make it further strong as The no.1 competitive company.

**Plan & IT Div Policy:**

Initiate the mission of Control Tower of the “World’s most competitive company”, execute strong leadership through making stratefy planning and enhancing corporate governance based on future forecasting.

\*\* Introduction of New RDB with low cost and high general versatility (ex-Oracle)

**IT Dept Policy:**

*As IT Dept. supporting "Group's largest and competitive factory“, Strongly lead as ahead in the strategic planning and management control!*

**What is the role of IT dept in our company?**

The role of IT dept in our company is: Managing corporate IT and development, control and operations of IT system and program.

**GD speech Nov Quality Campaign Month:**

To improve responsiveness to various environment changes

1. **What do you think is different between G4 & G5?**

G4: Advisor level. Follow the job instruction and give out Kaizen ideas to achieve target of dept.

G5: Management level. Give job instruction for subordinates and motivate them.

+ Always have innovation ideas and co-operation with all group to support management side achieve target of dept, div, factory.

1. **What is the biggest result (achievement) in this year?**

In this year, I already developed In-house Assy4 system with module: control production of Automation and auto linkage PDC production plan from HK to visualize at this area. Follow our div’s policy, I already used new DB free license. In the future, not only this system, but also other system, I will adopt proactively new DB and open source programming to cost down and high general versatility.

1. **What is the most difficult to achieve that achievement?**

With this system, I already used new DB, so I need to study. I have just learning DB and doing system. But with support very much from my team, I still complete system on time.

1. **This system is your idea or dept’s idea?**

This is dept’s idea. Same in In-house Assy4 system, last time, I already developed module Label Printing control. And it got good effect. So in this time, they want to I continue support them develop module control production of Automation to katsujin MPW and PI accuracy.

1. **Biggest issue/difficult in your job?**

For each improvement system in our dept, we always have plan to expand for TS/QV factory, but when we expand system to other factory, for each factory has method and process control different => So I take lot time to modify for suitable.

\*\*) To overcome that difficult point, before develop any system, I always discuss with related dept of 3 factories to issue common process and get approve from management side.

1. **What’s your strengthen & weakness? = Where are your strong and weak points?**

\*) I have experience in IT programming and understand production control, so I can complete my job at least time and easy support system for production.

+ Use many kind of programing language and DB: Oracle, C#, SQL, PostgreSQL…

+ Quick self-study ability.

\*) I’ve never been very comfortable with public speaking. Realizing this was a problem, I joined training course effective presentation skill. From that, I feel more confident. And now I can easy lead of meeting and training IT system for user which no problem.

1. **What is strong point/weak point in your dept/div?**

Strongpoint:

+ Good direction & clear policy & target from GD, DGD, FM, GM & Mgr.

+ All members have good skill and always co-operate & support together to achieve common target.

+ Our GM/MG very intelligent & they have many kaizen ideas very good. They support us very much.

1. **Weak point dept? Biggest issue/difficult in your dept?**

+ CVN have many systems develop by IT dept, but has some duplicate system with same purpose => this is muda points.

+ System develop using many kind of programming language, so difficult for us maintenance and develop more.

* Overcome:

+ Integrate system in 1 cvn => building common big database

+ Unify system by using common programming language.

1. **What is an important skill for IT staff?**

With a IT staff, I think need some important skills:

+ Have good knowledge IT.

+ Good skill about: communicate skill, kaizen skill, relationship skill, job instruction skill.

+ And one more important skill for IT staff is: self-study skill. Because IT always have new technology, but in CVN we don’t have training course for this, so we have to self-study.

1. **You have been working in CVN for 12years. How do you think IT system in 12 years?**

+ With 12years work at CVN, I see currently CVN have many systems made by IT dept and it got good effect.

+ IT system not only help management well, but also help reduce manual job a lot. Support up Q and MPW efficiency.

+ By IT system, we can visual problem real time to take quick actions.

+ Build up professional working system.

1. **What do you want to do to improve IT system in the future? = What is your dream in CVN?**

\*\*) In the future, I want to integrate IT system in one CVN, because now, has some duplicate system with same purpose => this is muda points.

\*\*) In the future, I want to re-make HK system to migrate Oracle DB with purpose cost down and high general versatility.

*( This is license DB, so every year, we have to take many moneys for supporting from vendor.)*

1. **Next plan when do you become G5? And how to do?**

Next plan:

In management:

+ Lead my team to become strong team.

+ Always learn to skill up: kaizen, relationship, job instruction.

+ Motivate subordinate.

In my job:

+ Integrate IT system in one CVN

+ Re-make Hoan Kiem system to migrate Oracle DB.

To do this:

+ Co-operate with related dept to clear define about procedure and flow of request’s dept.

+ Execute PDCA cycle and keep schedule develop system on time.

*( that mean: I make plan, then do, and daily check and follow, and quick action when happened problem.)*

+ To motivate subordinate, I focus on their strengths points and help them improve weak points.

1. **How do you do to develop best system?**

To develop best system, I think:

+ Clear define about procedure and flow of request’s dept.

+ I have to think make it most flexibility can apply in big volume, that mean can apply easily for other dept & other factory.

1. **How do you do to expand your activity in all cvn?**

To expand my activities in all cvn, I will:

+ Co-operate with related depts.

+ Hold meeting to exchange and discuss and get approve from dept’s management side.

+ Execute PDCA cycle.

1. **What are factors to become G5 staff?/ Let me know your thought for management?**

I think to become G5 staff has some factors:/ I think management need 5 importance knowledge and skill as below:

+ Good knowledge about majoring in job.

+ Good understand about responsibility and authority of the leader.

+ Good skill: kaizen, relationship, job instruction.

+ Cooperate with other group and support management side to achieve target not only in dept, but also in div.

1. **What is your management policy?**

+ Always thinking and trying for common target.

+ Make motivation for subordinate and recognize their effort.

+ High responsibility in my job.

1. **G5 with related dept? For getting trust & collaboration from related Dept, what should you do?**

+ For each dept have procedure control and target is different => I need to know: what do they need? what do they want?

+ Keep contact with related dept by always share information.

+ Always listening & sharing ideas and comment, request from other dept, thinking & discuss to find way to solving problems together.

1. **What do you think about rotation job?**

+ Make change for all members have kaizen ideas.

+ All members can develop their strong points and reduce their weak points.

1. **How many members are belonging to your team? And how do you lead them in a daily job?**

My team have 3 members.

To lead them in a daily job:

+ I make plan first.

+ Assign job for each member base on skill map & MBO sheet & follow them

+ Always discuss in Gr, listen their opinion and support when they have difficult.

+ Recognize their effort.

1. **How do you share manager’s plan or thought with your subordinate?**

When receive plan from my manager, I will make plan for my group first.

+ then assign job for other member base on skill map and MBO sheet.

+ If only receive information, I will share via email or hold group meeting and share that information.

1. **How do you communicate with subordinates and upper side?**

+ Every morning, we share with all members about experience which we had in last working day. We gather together, hold meetings and share information and consult to find the solutions. Sometimes, it can be normal talks every day.

+ We have nice contact with management side. In our daily jobs, Ho-ren-so is always kept, it can be direct talk, via email or phones.

1. **How do you get or learn new technology and share it with your subordinate?**

In IT dept, we have advantage is permission access to internet. So when we decide 1 new technology, we will make plan first, then assign each member study 1 tool. We will self-study via internet. After that, we will together share and learn from other members. And finally, I am a leader, I will summary and make document and share again with all members.

1. **How do you do when your boss request very difficult job?**

I study that job then list up difficult point and give ideas for points one by one. Then discuss with my college.

If can’t, I will discuss with my boss together and got advisor from him.

1. **What is difficult in manage other staff?**

Normal I do not directly their job but some day when they take leave, or quit job I must cover and support their job. I need to review their code.

1. **How do you increase mind & spirit for new staff?**

I think 3 things importance:

+ Explain clearly the purpose of job, common target and understand their position in group is important.

+ Teaching them base on 4 step of job instruction: Preparing (document, equipment, time & place), Explain (detail base on document), Ask for a test (choose some members to test), Check after instructions.

+ Improve myself by making effort, always keep positive thinking. I think, new staff can understand what is working in Canon Vietnam. They can learn the way from me. And see me as a mirror.

1. **If happened conflicting your staff with other department, how will you do?**

+ Make plan ahead and choose a good time to talk directly.

+ Share information & listen.

+ Come up with a solution

+ Follow through.

1. **If your member has different thinking with you, how do you do?**

**= If your subordinate has a different opinion against your, how do you do?**

+ Interview and list up problem => then explain for all members understand OK point and NG point?

+ Find the reason and root cause?

+ Make a well define strategic plan about the purpose, values, goal of the group and explain for all members understand that.

+ List up problem => then explain for all members understand OK point and NG point?

+ Together develop that plan helps to build understanding, consensus, and commitment.

+ Daily control progress and support if they need.

1. **What is your impression about CVN?**

-The first: All the job was done follow procedure & rule.

-The second: Canon has many good policies for employee (as C bus, Tet, summer bonus, CSP,.. )

-The third: JP member is very friendly, hardworking, careful.

1. **What is important when you support others?**

+ Understand their current situation

+ Analyze & find root cause of the problems

+ Not only support but also I should teach them how to do it for next time

1. **If your opinion is different from Mgr's opinion, what do you do?**

I will survey in detail and explain to Mgr my opinion for Mgr consider about it.

Then any decision from my Mgr I will follow because I know this is the best way for staff.

1. **What is the role of IT dept in our company?**

The role of IT dept in our company is: Managing corporate IT and development, control and operations of IT system and program.

1. **How can you balance between your job & your family?**

Thanks sir. I think it not easy. 1 day, I have 50% time stay at home and 50% for move and stay at company. So I always try my best to complete my job in working day which no need OT. However, sometime I have suddenly problem must to support user, my husband can help me take care our baby. So I feel very comfortable between my job and my family.

1. **What is 5S in IT dept now?**

By many 5S activity of our company, IT member understand deeply the useful and meaning of 5S. So we had some activity such as: 5S document in store and clear all document on the desk, turn off pc after working time. We setup schedule arrange one member/1 day check all pc turn off or not? And now we make it continuously.

1. **How about IT in Que Vo and Tien Son factory? (TL have 14 members)**

Now IT in QV had 15 members and TS had 7 members. I see all of them are very good person. They also high cooperate and willing to learn from other. Although we separate 3 factories but we same dept, so we easy to exchange and deploy system to other factory.

1. **What’s the most important in Q-C-D-E-S? (Quality, Cost, Delivery, Environment, Safety)**

I think it is Q – Quality. Because the role of our factory is to satisfy customers with products of best quality and lowest cost.

1. **How do you think about quality of IT system?**

 I think quality of IT system same the quality of product machine. If quality not good, then user don’t want to use it.

1. **When big trouble happens, what will you do? = When big trouble happens, how to do? = When related IT trouble happens, what do you take action?**

***I take action base on HO-REN-SO***

-I inform to my manager & related members about trouble.

-Together investigate to find out root cause and give action.

-Make Countermeasure to prevent the same trouble, after that I report to my manager.

**34. If your subordinate wants to resign, how will you take care of?**

+ Interview to find reason and listen their difficult points.

+ Explain them about company’s policy and welfare.

+ Give them chance to develop themselves and promote them.

**35. What is an expectation from your boss?** + I think my boss always expectation IT dept become strong dept, all member have good IT knowledge & skill.

+ About the IT system, my boss wants to us integrate IT system in one CVN….

+ Always challenge with big job and adopt proactively open source programming to cost down.

**36. What do you want to do in next 10 years to make good IT system?**

+ Always learn to skill up

+ Build my team to become strong team about knowledge, skill and management.

+ Challenge with big job and study new technology to apply for IT system.

**37. What is an issue in the future?**

+ In CVN: Lack off MPW for production: new policy of annual leave, difficult for recruitment or effect of covid situation.

+ In IT dept: You can see, now have many IT systems made by IT dept, so in the future, I think may be if has some member quit job so other members need to take care many system, because now recruitment IT staff is very difficult.

**38. What do you do to strong your team?**

To strong my team, I will:

+ I have to make plan and explain all member in group understand the common target.

+ Assign job for each member base on skill map & MBO sheet & follow them.

+ Always cooperate, share information & give difficult points and together solving it.

+ Motivate subordinate, focus on their strength and help them improve weakness.

+ Recognize their effort.

**39. How do you want to change your department in the future?**

I think, in the future IT dept should be separate group in-depth management.

For exp: Application group can separate into: group design interface, group develop, group test & support user…I think it is better.

**40. Do you like working for Canon?**

Of course, I like working here, because Working Environment & current welfare are very good. And at here, Ican apply what I learned from my University to my job and contribution to development of our company.

1. **What do you like & dislike in Canon?**

*- I like Canon because*:

+ Welfare are very good & clear.

+ Training system very good.

+ Well implement 5S

+ Every work have plan, schedule & strictly follow it.

- *But, the points I dislike in Canon* is the lunch at Canteen : I don’t like the food, I like vegetable, but the meal not so much.

1. **How do you think about current 5S situation?**

5S is very good culture, it not only help us carry out jobs more easily and increase productivity, but also it ensure safety to product. Our company have some activities as 5S factory, night shift patrol, Div 2 have weekly 5S activity. I think it is very good.

Besides that, related IT job, I see 5S situation not good yet. Because user usually keep duplicate file or folder on server. So we had some actions:

+ Monthly check duplicate file/folder & send email to remind user.

+ Limit permission access file/folder

+ Only keep data on transfer server 2 days. After 2 days, system auto delete

So with those actions, we already reduce server capacity very much.

1. **How to make document?**

To make document, I base on 3 step as below:

+ Structure is logical

+ Purpose & flow is clear

+ Content is visualize & easy understand

1. **What is Critical issue of IT ?**

How to keep production smoothly 24/7? To do this one, IT system have to exactly & smoothly.

1. **About new comer, how do you train them in IT dept?**

+ The first I have to training rules of IT dept

+ Training them to understand about mission, job process in my group

+ Training IT job, skill solving problem & communicate skill

+ And the last follow them after training.

1. **How to training IT system for user? (training on job, by manual, by visualize…)**

\*) To training IT system for user, I training by manual, by visualize and training on job

\*) I follow by 4 step of job instructions.

Chuẩn bị học : Preparing: document, equipment, time & place

Giải thích về thao tác: Explain: detail base on document.

Yêu cầu làm thử: Ask for a test: choose some members to test

Kiểm tra lại sau hướng dẫn: Check after instructions.

1. What do you think is different between G4 and G5?
2. What is the biggest result (achievement) in this year?
3. What is the most difficult to achieve that achievement?
4. What is difficulty in your department?
5. How will you solve the difficulty?
6. What is an important skill for IT staff?
7. You have been working in CVN for XX years. How do you think IT system in XX years?
8. What do you want to do to improve IT system in the future?
9. Let me know your thought for management.
10. How many members are belonging to your team? And how do you lead them in a daily job?
11. How do you share manager's plan or thought with your subordinate?
12. How do you get or learn new technology and share it with your subordinate?
13. If your superior has a deferent opinion against yours, how do you do?
14. Let me know your dream for the future CVN.
15. If your subordinate wants to resign, how will you take care of?
16. What is an expectation from your boss?
17. What are factors to become G5 staff?
18. Next plan when become G5? And how to do?
19. What do you want to do in next 10 years to make good IT system?
20. What is an issue in the future?
21. What do you do to strengthen your team?
22. How do you want to change your department in the future?