
Daiwa Steel Tube Industries Co., Ltd. IAP 2016 Externship Report

January 22, 2016
Sakura-city, Tochigi, Japan

Andrew Xia
Course 18C, Class of 2017



Host: Mr. Shinichiro Nakamura
shinichironakamura@daiwast.co.jp



Contents

- Experience at Daiwa
- Review of Sugusupa
- Other Methods to Use Technology

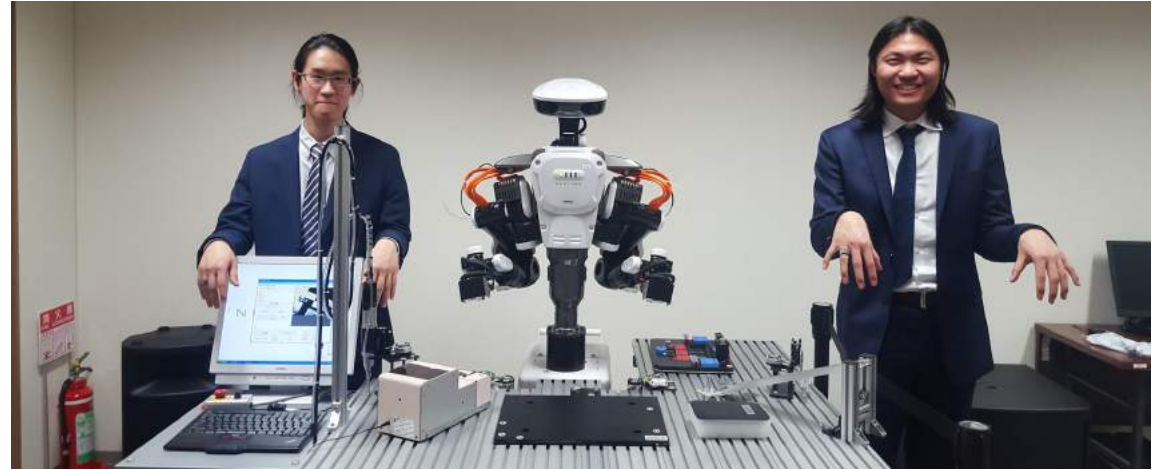




Life in Utsunomiya and Japan

- Japanese lifestyle
 - Japanese Food: furikake, miso-soup, Utsunomiya Gyoza
 - Ofuro and bathing
 - [Trying to] speak Japanese
 - Life in the countryside outside of a city
- Trip to Nikko
 - Edomura Wonderland
 - Toshogu Shrine

Working Impressions at Daiwa



➤ Working routine

- Early morning schedule
- Corporate Uniform
- Meals at company cafeteria
- Meetings with other employees and project time

➤ Excursions

- Nippon Steel
- Kawada Robotics
- Mohka Safety Training

➤ Cultural experiences

- Morning exercises
- Bowing, greetings
- Interacting with company employees outside of office

Sugusupa Review

- Purpose of Project:
 - How to improve sugusupa for current usage
 - Find more applications to use sugusupa
- What I did
 - Ran through Sugusupa on January 14th and 15th 2016
 - Asked Mr. Yamada and Mr. Horii about Sugusupa usage
 - Researched & Summarized methods to improve Sugusupa



Sugusupa strengths

- Everyone can voice their opinion, without the influence of discussion bias
 - Features to better the meeting experience: timer and “likes,” 私の言うが, whispering to others
 - Deep, probing questions.
 - Set commitments after meetings
 - Organized auto-generated meeting notes
-

Sugusupa shortcomings

- Cannot export commitment reminders
- Complicated user interface
 - Elder employees may not find adapting to using the software easy. Disrupts the meeting workflow
- Rigid meeting flow
 - Sugusupa questions not always relevant
 - Meeting templates limited, cannot modify questions during meeting
- Sugusupa not commonly used
 - People would rather use fewer number of software rather than an app for a single feature
 - routines, challenge bank features not used



Conclusions

Sugusupa is currently good for meetings that require a linear workflow (internal audits, etc)

However, most meetings need flexibility. Thus we must adapt Sugusupa to be effective for other types of meetings.

Vision for Sugusupa: to be used in every meeting.

Sugusupa Improvement Ideas

- Integration with other software
 - Export commitments & routine to calendar, tasks list
 - Format meeting notes to presentable word document
 - Create a more flexible meeting workflow
 - Allow skipping questions, move around topics nonlinearly
 - Include discussion meeting notes input
 - Each page should not be static
 - Make using the software easier/faster to use
 - Allow creating a meetings faster: less options to select
 - UI Update & simplify (make creating a project faster)
 - Allow Sugusupa to be used for other meeting types
-

Integration with other software




The screenshot shows the SuGuSuPa web application interface. The URL is <https://daiwast-co-jp.app.commitment.co.jp/commitment/list>. The page displays a table of commitments with the following data:

ID	コミットメント	担当者	当初期日	終了見込	コメント	状況
#24810	コミットメント: Export to Calendar メジャーメント:	andrew xia	+0日 2016/1/20	+0日 2016/1/20	コメント追加	状況: 実施待ち

Buttons for 'CSVダウンロード' and '新規作成' are visible. The footer includes '© Commitment Technologies Inc All Rights Reserved.' and '利用規約 | 運営会社'.

Export commitments to google calendar



The screenshot shows the SuGuSuPa web application interface for a meeting. The URL is <https://daiwast-co-jp.app.commitment.co.jp/meeting/show/5050>. The page displays meeting details for a session titled 'アジェンダ:この会議への期待は?'. The meeting time is 04:02. The agenda items are:

- andrew xia: Learning more from Yamada san about how to use sugusupa
- 山田 充志: Training about SUGUSUPA
- 飯岡 香雪: 皆さんがsugusupaに慣れてくれること。
- raku watari: let's figure out how to improve sugusupa

Buttons for '入力時間' and '発言内容' are visible. The footer includes '© Commitment Technologies Inc All Rights Reserved.' and '利用規約 | 運営会社'.

Auto-format notes into word document to be presentable to management

More flexible workflow



- Allow skipping questions efficiently
- Create questions during the meeting

- Add a section to take meeting notes

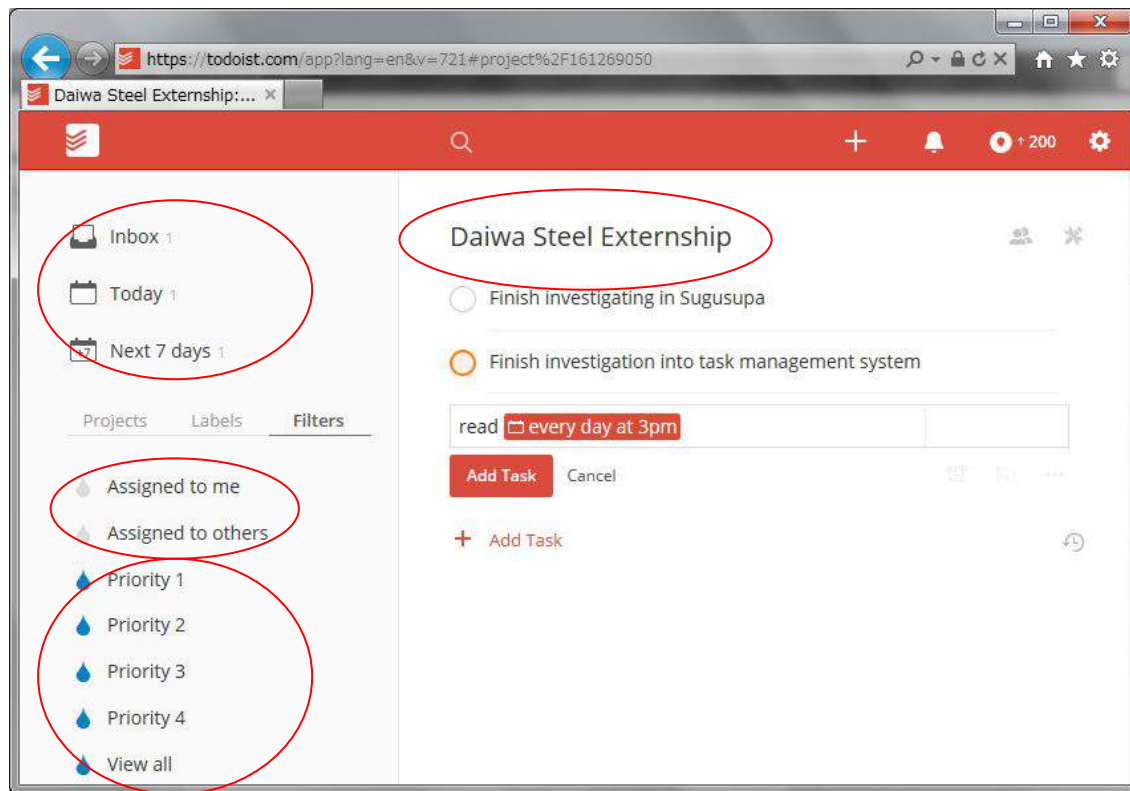
Tasks System

Another way I think technology can assist Daiwa Steel's operations is the creation of a unified task system.

Features & Benefits

- Organization: Task projects & hashtag sorting, search function, task priority levels, due dates, subtasks & notes
 - Assign tasks to other employees & collaborate on projects
 - Notifications
 - Integration into currently used software (calendar, email)
 - Security & Privacy
-

For example, todoist



Gamification in the company

Gamification is the concept of providing tangible and reachable objectives to incentivize employees and increase engagement and employee productivity.

- Examples:
 - Facebook likes system
 - Google encouraging employees to submit travel expenses
 - Currently already used in Daiwa
 - 365 Day Safety Goal
 - Ideas for Gamification at Daiwa
 - Find inefficient part of Daiwa Steel, incorporate simple achievable goals to improve productivity
 - Examples: leaderboard for completed tasks
-

Safety Training Experience



- Safety Training Videos & Web Applications
 - Reviews of accidents and hiyari-hat incidents
 - Simulate accidents to help workers know how to react in accident situations
-

Final Thoughts

“Thank you very much for giving me the opportunity to experience working at Daiwa Steel. I have definitely gotten great experience, from seeing how a Japanese company operates to truly unique visits of Nippon Steel and Kawada robotics. I especially want to thank Mr. Yamada for assisting Raku and me during the whole externship, truly making our Daiwa experience a lot smoother and enjoyable. Thank you to everyone else who has helped me in my externship, and I will definitely miss my time here!”



Morning Exercises

ありがとうございます
