

Create a group of exceptional professionals that promote employee self-directed growth.

CompTIA certifications used to define skills in the RJ Professional Recognition Program.

RICOH

Ricoh Japan

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<https://www.ricoh.co.jp/sales/about>

“We are determined to continue to develop the Professional Recognition Program to ensure that our work environment remains one where employees can work with enthusiasm and pride. CompTIA certification plays a part in that goal. We believe that this initiative will lead to customer satisfaction and trust.”

Mr. Katsuya Kobayashi
Professional Development Department,
Planning Group
HR Center, HR • Corporate Headquarters

CompTIA Certification in use

- CompTIA A+
- CompTIA Network+
- CompTIA Security+
- CompTIA Server+
- CompTIA Cloud+
- CompTIA Project+
- CompTIA CySA+
- CompTIA PenTest+
- CompTIA SecurityX
- CompTIA Data+

CompTIA Global Headquarters

CompTIA, Inc.
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Target

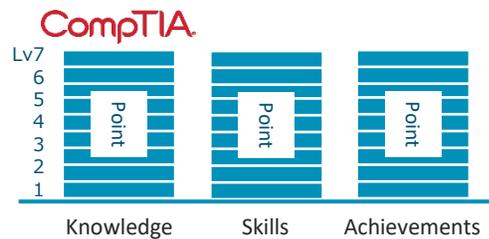
All Sales, Engineer, and Support roles

Background of Efforts

Ricoh’s global mission is “Fulfillment through Work” and it can be defined as a feeling gained from amplifying value created through the creative work that only humans can do. Ricoh Japan is committed to be the company focuses on customer value and where employees work with enthusiasm and are appreciated by customers. To continue to be an organization of choice, each one of their professionals hones their expertise and transforms it into strength to serve customers. They aim to achieve the global mission by growing together with their customers and society and believe it is important to develop professional knowledge and skills through standardized processes to visualize their achievement.

Action

1. **Proper coordination as a part of the Professional Personnel Program.**
 - Became a complete program with defined job roles/evaluation/recognition (from Apr. 2023).
2. **Skill definition across 15 job roles and annual review**
 - Optimization through role specific requirements review.
 - Skill definitions reflecting the market changes, regional characteristics, and business direction
 - Visualization through internal exams, external certs, and assessments.
- **Adoption of CompTIA certifications for applicable job roles.**
3. **Development support through OJT/Off-JT and certifications**
4. **Evaluation based performance indicators (commitment sheets)**
5. **Career advancement opportunities, incentives, and enable achievement of the company’s professional level. (Digital Badge)**



How the Professional Recognition Program works.

- Points assigned to each requirement of knowledge, skill, and achievements, leading to visualization of growth.
- The growth objectives are set from standardized perspectives among job roles and by considering region characteristics and market.

Collaboration with the Professional Personnel Program and measures.

- Employee career development (job based)
- Workforce development and optimal placement (strategic rotation, functional structure, support for team formation)
- Motivation activation (1on1s, engagement surveys, rewards, coordination with business measures).

【Results】

- Increase in the distribution of skill levels was identified and visualized for each job role.
- The visualized data is utilized as a measure of competitiveness for major projects, as an indicator of training themes.
- Decrease in improvement needs during the evaluation system (expectations for absolute evaluation).
- The visualized data is utilized as a goal/plan for individual skills improvement.



“To concretely plan for employees’ future growth and next roles, we visualize their skills and update them accordingly. Rather than simply aiming to obtain qualifications, we expect our employees to focus on practical experience in the field and to use that experience to achieve results.”

Mr. Hiroaki Misawa
Professional Development Department, Planning Group
HR Center, HR • Corporate Headquarters

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