

Message from Director Industrial of Sales Division

Looking back on the last couple of years, it was filled with many disruptions that we could not have foreseen or imagined. The spread of the coronavirus two years ago continued to restrict business activities, forcing us to postpone face-to-face sales, exhibitions, and other events. Coronavirus also caused a wave of supply problems, including a worldwide parts and container shortages in international maritime transportation.

In these circumstances, as a world-leading food manufacturing company, we are deeply aware that we are being questioned about our true value and how we can contribute to our customers. As contact with our customers is decreasing, every employee at Ishida is committed to the "customer first" principle. This is not simply a matter of responding to customer requests, but is aimed at becoming a company to solve environmental problems surrounding the customer.

For example, the SDGs have become a major global issue, and in response to this issue, Ishida is focusing its efforts on reducing food waste in the food industry, and on eliminating/reducing plastic usage. Specifically, we are developing "just the right size" packaging for bag-shaped products, with the aim of reducing the amount of plastic film used for packaging. We have also developed a gas displacement packaging machine to reduce food loss, and by packaging products in such a way that they can be kept for a longer expiration.

In addition, DX (Digital Transformation) has attracted attention as a trend in the food industry. Ishida, as a leading company, assisted in research and development of cloud IoT systems that enable improvement of the operation rate and early detection of equipment stoppage factors in production lines.

We believe that the era of automation/manpower saving will continue to advance. We would not just make things, but we will also take more steps toward our customers, and we will devote ourselves even more to providing solutions and proposals that suit every customer's need so that they will be impressed by our products and services.

At last, this year marks the 50th anniversary of our weighing machine (CCW). We would like to express our gratitude to the many customers who have placed their trust in ISHIDA. We will continue to take on the challenges of many social issues including the SDGs, in order to make a significant contribution to society.

Minoru Takai
Director
Industrial of Sales Division

