



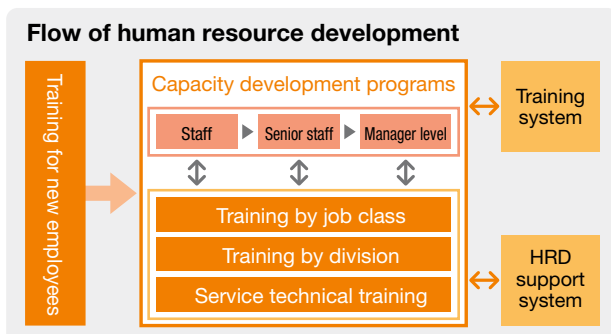
## TOPIC 4 Education for New Employees

# Making efforts to educate new employees in order to produce human resources needed to lead the future of NEC Fielding

### Systematic cultivation of human resources after entry

Given its character as an IT service company, the most precious management asset at NEC Fielding is its personnel. It would be no exaggeration to say that development of the capacity of each and every employee holds the key to our sustained advancement. We do business based in more than 400 locations across the country, and the skills of our customer engineers\* (CEs) determine the degree of customer satisfaction. For these reasons, we take active approaches to human resource development and conduct employee education grounded in systematic programs. In addition to programs for new employees right after their entry, there are position-specific classes held in correspondence with the level of career, as well as divisional training and service technical training. We place particular emphasis on the education for new employees, which we regard as an important occasion for acquisition of basic skills needed by CEs.

\* Customer engineer : Please refer to page 4.



## To heighten the human capacity of newly hired employees

**Satoru Morino**, Assistant General Manager of Education Div., and Manager of Personal Training Education Dep.

Education for new employees at NEC Fielding is implemented for a period of one year after they join the Company. The length compares favorably with that at other firms, and the program is also full in content, but these elements alone are not sufficient for new employee education. They must be joined by follow-up education in the second and third years, and our company has also taken steps to this end. The program rests on the concept of utility on the site of practice. It is not study for the sake of study, but for ability to apply skills in actual practice. It is aimed at developing capabilities to meet customer requirements based on technical skills, and

ultimately to heighten the human capacity; otherwise, employees cannot become CEs who will be trusted by the customer. This is another reason why we put a lot of efforts into education for new employees. Through this education, we want to help breed a corporate culture that will motivate best efforts on their part.



## New employee education to foster immediate manpower

At NEC Fielding, we conduct a program of education for employees beginning right after their hiring. The objective is to impart core skills required for CEs and instill service manners and a CS mindset needed by the employees as service providers. The program consists of technical education and training lasting about seven months, and OJT plus follow-up instruction during five months after posting. The point is not only mastery of the maintenance skills using real equipment but also acquisition of a CS mentality through role-playing for all stages from arrival at the customer location to return. The program therefore spans the aspects of both technology and service, and is designed to develop human resources who are ready to serve as CEs.

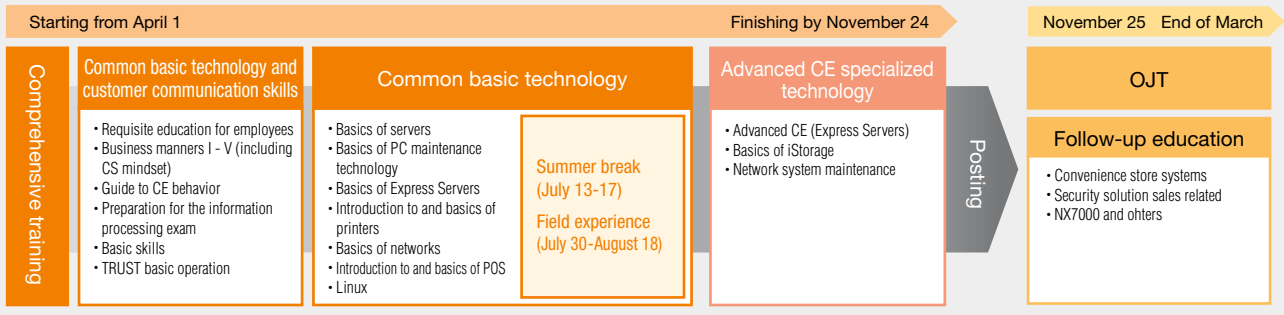
### Emphasis on the understanding of each and every employee

**Masaki Kodaira**, Assistant Manager of Clients and Servers  
Education Dep., Education Div.

Since joining NEC Fielding in 1993, I have engaged in work as an instructor in the Education Division. For a time after my entry, I was assigned to PCs for enterprise use. Subsequently, I became involved in work with laser printers, custom terminals, and other such equipment, and am currently teaching general systems for logistics. The program of education for new employees covers a large number of people, and it is vital to find a way to deepen the understanding of each one. I constantly endeavor to improve methods of learning to this end. It may also be noted that the program is the first work-related instruction the employees receive. Thus, I approach my teaching with an awareness that heightening levels of motivation through the classes is another important role of the program. The new employee education can only be received immediately after entry, but the important part is what happens afterward. The company's system of education and training leaves nothing to be desired. I would like to see employees take part in various other education and training even after posting to their respective units.



### New employee education



Employment

### Comments by employees hired in April 2009

#### Training as a first step

Shou Mihara



I applied to NEC Fielding because I was attracted by the long length and full content of its education for new employees. I have thus far received instruction for several months since joining the company. The classes are getting more difficult as they progress and I frankly am having a hard time, but I am concentrating on the course work so that I will be able to satisfy customers with my performance after posting to my unit. I want to be the kind of employee who, while tough to his juniors, is also capable of conveying things of genuine importance to them, and is able to furnish support in the emotional and mental aspects as well.

#### Becoming an expert in the field of my choice

Toyokazu Hara



I became interested in computers while in junior high school and acquired a liking for looking things up and informing friends of them. I sought employment at NEC Fielding because I believed it was the kind of company where I could exercise my talents. In the education so far, I have been most impressed with the instruction about Express servers. The course gave us basic overall knowledge about such servers, which we as students essentially couldn't touch even if interested in using them. I was therefore really excited to be able to handle them as much as I wished. The instructors did an excellent job teaching us about them and always wore smiles, so I was able to relax while learning. For the future, I want to find the field that's right for me and become an expert in it. I am determined to take up all sorts of challenge to that end.

#### To be a trusted CE

Shingo Matsumoto



I chose NEC Fielding because I wanted to do work where I would be in direct contact with customers on the business site while in possession of specialized expertise. Since my entry, I have been living in the dormitory adjacent to the Nakagawara Technical Center along with colleagues hired in the same year. It is a very pleasant arrangement; after the day's training, I return to the dorm and have an enjoyable time conversing with the other residents. In the training, I broke a router during a practice session. The instructor spoke to me kindly and told me it was okay and not to worry about it, but I felt deeply sorry, thinking how terrible it would be if this had happened in a customer's office. It was nevertheless a very good experience. My aspiration is to be a CE who prizes a bright disposition and is both liked and trusted by his customers.

VOICE