



GLORY provides products and services in a timely manner to win the confidence and satisfaction of customers.

## GLORY's Standpoint on Quality

GLORY established its Quality Policy in 1994. Based on three priority guidelines, the company strives for uniform quality. GLORY implements thorough quality control activities in all stages of its business operations—product planning, development, procurement, manufacturing, sales, and maintenance—so that it can respond to customer needs and develop reliable products and services.

### Quality Policy

We will provide products and services in a timely manner to win the confidence and satisfaction of customers.

### Three Priority Guidelines

- 1 By sensing the advanced market needs, develop products that are attractive to customers.
- 2 Establish the quality of products at as an early stage as possible.
- 3 Place importance on customers' first impression of quality and on after-sales services.

## Developing Products That Appeal to Customers

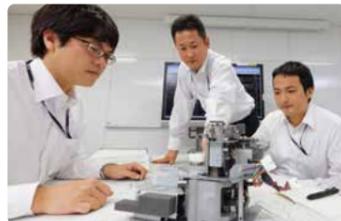
### Product Development That Anticipates Market Needs

GLORY develops products for various industries, such as finance, retail, transportation, and entertainment, as well as for overseas markets. Its product development anticipates the varying needs of customers and their markets. Each division—from planning to maintenance—works closely together to bring forth products that will deliver the utmost customer satisfaction. GLORY pursues higher added value in its products by trying to deliver operational efficiency and accuracy as well as usability and environmental friendliness.

### Timely Delivery of High-Quality Products

GLORY follows two key points in order to deliver high-quality products to customers in a timely manner.

The first point is the development of precursor technology. GLORY's smooth product development process is based on first identifying the kind of technology that a given market currently lacks and, keeping that in mind during the development process, bringing that new technology to fruition. The second point is the creation of a technology platform (standardization). To reduce technological redundancy and increase efficiency in development, GLORY creates a platform of technologies for which quality has been assured. By incorporating this platform into products that share common functions, GLORY reduces costs and shortens development times. The result is speedy delivery of products with stable, high quality.



Product development

### Manufacturing from the User's Point of View

When creating a product, GLORY focuses not only on functionality, but also on customer usability. As part of this process, the company conducts user tests from the earliest stages of product development to check the positioning and visibility of a product's functions. GLORY tries to identify issues at an early stage and initiate speedy improvements so that it can develop more user-friendly products.



Testing for usability

### Fostering Young Designers Who Can Maintain Quality

Right from the start, young designers at GLORY are trained to improve their skills at developing high-quality products.

During their first few years in the company, designers attend the delivery and installation of GLORY products. They see the actual products in operation and listen to customer feedback on site. Staff members from GLORY's maintenance division lead training sessions for third-year designers. Participants disassemble and reassemble products and test their operation. This training allows employees to identify factors that determine a product's user friendliness, while also learning about efficient product maintenance.



Training young designers

## Providing the Best Solutions

GLORY aims to provide satisfying products and solutions for its customers. The company does this by precisely identifying customer needs—which change with the times and social environment—and by being thoroughly familiar with customers' issues and operational procedures.

In recent years, the distribution industry in Japan has been suffering from a chronic lack of labor and long working hours. Businesses need to pursue greater efficiency and labor savings, so that they are able to operate with limited manpower.

GLORY provides a wide range of products that meet the needs of specific situations. These include a self-service coin and banknote recycler and a ticket vending machine, which work together to allow customers to process their own purchases. In addition, GLORY provides optimal solutions that include support for store management in the form of sales data collection and analysis. This way, GLORY is working to find solutions for its clients and for society at large.

### Customer Case Study: Origin Toshu Co., Ltd.

Origin Toshu opened "Origin," a store with a new business concept that combines in-store dining and takeouts. As well as selling the company's famed ready-to-eat food items and *bento* packed meals for takeout, it also offers an in-store eating area. GLORY responded to Origin Toshu's need for labor savings and enhanced hygiene and made suggestions to facilitate operations.

#### Main requests from Origin Toshu

- To efficiently run the store with limited manpower.
- To provide a hygienic service that does not involve the handling of cash.

#### Ready-to-eat food items for takeout, including bento packed meals

#### Self-service coin and banknote recycler



Self-service coin and banknote recycler

- **Minimizing wait time at checkout counter**  
While staff register or bag products, customers can make the payment themselves.
- **Better hygiene**  
Because paying for the items can be done without the staff handling cash, food products can be handled in a sanitary manner.

#### In-store eating area

#### Touchscreen ticket vending machine



Touchscreen ticket vending machine

- **Less burden on staff**  
Interacting with the staff is not required for ordering and payment. Therefore, staff can focus on other aspects of customer service.
- **Speedy product output**  
Orders are sent to the kitchen as soon as they are made, eliminating mistakes with orders and reducing product output time.

## Voice



**Shingo Tsuruoka**  
Manager,  
Task Solution 1 Department,  
Origin Toshu Co., Ltd.

The biggest change I see is that there's no congestion anymore at the checkout. Installing the self-service coin and banknote recycler and the ticket vending machine has made the ordering and payment processes smoother. Even during peak times, I feel that customers can shop comfortably and enjoy their food without waiting too long. Because we don't need anyone at the checkout, our staff can focus more on the customers and provide better table service. And there's less burden on staff, because they no longer need to handle the customers' money. In the past, our staff had

to use hand sanitizer every time they touched cash. There's no need for that anymore, so our operations can run more efficiently and cleanly.

GLORY products are so easy to use that customers can operate them without any hassle at all. We look forward to receiving further improvements and support from GLORY—for example, they could provide compatibility with Waon and other electronic money options or add an interface that foreign visitors can understand easily.