

Kyocera's technical support excellence, parts availability, and customer satisfaction at par with Toyota



Toyota Motor Corporation (TMC) is a top ten Fortune Global 500¹ enterprise, and ranks among the world's leading global corporations. Toyota is one of the world's largest automobile manufacturers, selling 7.5 million models annually² on all five continents. Toyota is proud to be one of the most admired car makers of all time, an achievement the company believes stems from its dedication to customer satisfaction. Like many enterprises that have made their mark in history, Toyota has been shaped by a unique set of values and principles that have their roots in the company's formative years in Japan. The Philippines plant and office prides itself in having a high standard in terms of the equipment they use. A standard which compares greatly with the quality of automobiles they produce. Toyota needed reliability on

Have Kyocera printers had an impact on users productivity?

Since we used the Kyocera printers in a network format strategically installed near its user groups, it will lessen time for a user to get his print out. The muda of motion "waste of motion" was addressed and that has improved users' productivity.

How did Kyocera help Toyota with the production?

When we were required to print many pages while considering the quality and cost per page.

What is the difference in terms of cost, savings, and productivity before your company used Kyocera?

Basically the print per page and lifetime free service they offered to us. The spare parts are always available as well.

Does Kyocera TCO & long lasting components help your company?

The steady supply of their parts, highly skilled technical support and the commitment to customer satisfaction are the key elements that help our company to continue maintaining Kyocera printers.



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Overview

Profile:

- Toyota Motor Corporation (TMC) is a top ten Fortune Global 500¹ enterprise, and ranks among the world's leading global corporations. Toyota is one of the world's largest automobile manufacturers on all five continents. Toyota is proud to be one of the most admired car makers of all time, an achievement the company believes stems from its dedication to customer satisfaction.

Challenge:

- To match Toyota's need for very reliable printers, technical support, availability, and lifetime free service warranty. Another concern was their need for low cost and efficient networked A3 printers.

Solution

- The Kyocera FS-6020 A3 printer was perfect for Toyota coupled with a lifetime free service warranty and excellent technical support.

Benefits

- The workgroup setup of the A3 printers have lessened "waste of motion" for the Toyota users. Kyocera has brought a lifetime without worries on Toyota's printing operations.

