

[Special Feature]

Strengthening the “corporate information security culture” and disclosing information to customers — Ricoh Kyushu Co., Ltd.

Ricoh Kyushu Co., Ltd. (“Ricoh Kyushu”) is promoting information security management, stressing the policy of “participation by all employees,” “daily management and continual improvement,” and “company practices” thus integrating daily operations with information security. These efforts have established a corporate information security culture that has firmly taken root and created a unique structure for disclosing information to customers.

* The company name and the title are as of year 2009.
Presently the activities are succeeded by Kyushu Marketing Division of RICOH JAPAN Corporation.

Ricoh Kyushu is a sales administration company covering the Kyushu and Okinawa areas, with 1,366 employees (as of February 1, 2009).

The company handles sales of office automation equipment, communications and related equipment, consumables and other items, focused on Ricoh products. It also provides total solutions for offices; from consulting such as business operations improvement to system design and after-sales service.

Ricoh Kyushu Head Office



1. Positioning information security as social responsibility

The objective of Ricoh Group CSR is to “become a company that is admired by the society and whose continued growth is desired.” Among its fundamental responsibilities to society, the Group has put forth exceptional effort in information security to ensure that it earns society’s trust.

Ricoh Kyushu has positioned its information security activities as part of CSR¹.

1: The concept of CSR (corporate social responsibility) defines a company’s contribution toward the sound development of society, together with ensuring its own continued growth by conducting business through active interaction with stakeholders. It is based on the management philosophy it establishes for itself and in the view that companies have become integral components in today’s economy and society. (Source: “Interim Report of the Council for CSR of Companies,” by the Ministry of Economy, Trade and Industry).

2. Integrating information security with Business Operations

You might be thinking that obtaining and updating ISMS certification with risk assessment and internal as well as external audit is an event carried out only once a year. We often hear that management review has become an approach taken only by the ISMS Promotion Office and upper management, and that necessary improvements are difficult to be permeated through employees.

At Ricoh Kyushu, information security is integrated into daily operations, and not treated as something separate. In other words, we consider information security to be part of daily business such as sales, and work on its promotion. It involves participation by all employees, with daily management and continual improvement, and the results of its practice are disclosed to the customers in order to provide new value.

5. Deployment into information security consulting service

Ricoh Kyushu introduced a new information security consulting service to support activities such as obtaining ISMS certification and establishing information security. The company itself implemented information security efforts, and provides its results to the customers.

Ricoh Kyushu has integrated daily operations and information security, merged disclosure of company practice action cases to customers into its risk assessment, and conducts customer driven business activities.

