

◆◆ Introduction of the **speaker** on **【Open Summit 2018】 Open Forum 2018 (GIS 108)**◆◆

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## **Ms. Yuko Murakami**

SAISON INFORMATION SYSTEMS CO.,LTD.

HULFT / Customer Service Department

TOGAF9 Certified / ArchiMate3 Certified

### **Career History**

- 2006 - Software Development Team, SAISON INFORMATION SYSTEMS CO.,LTD.
- 2010 - Product Inspection Team
- 2014 - Customer Service Department

Performed quality control of HULFT series in Customer Service Department.

Contributed to quality improvement of HULFT series by proposing quality improvement ideas utilizing EA (TOGAF), and building an ADM cycle based on Feature Matrix and Third-Party Review. Realized inquiry analysis and automation of quality management operation as a member of the "Customer Satisfaction Meeting" established for improving customer satisfaction within the company,

### **Awards**

CRM Best Practice Award 2015-2017 (awarded for 3 consecutive years)