With the Murata's value chain provide highest value to customers

Our desire to serve our customers links us together.

Providing customers with value is not solely the responsibility of the sales department. The production and planning & development departments of course share in this responsibility, and all of Murata, including staff departments such as administration, personnel and accounting, must work in close cooperation to keep our organization directly aligned towards the customer.

It is within this common purpose that we must each find and perform our individual role. Creating a strong and flexible organization is the motivation behind our value chain.





Product Design / Procurement and Distribution / Manufacturing

Delivering solutions that exceed expectations

SE (sales engineers) let us know what customers are looking for, and I do my best to propose and design products which provide customers with solutions exceeding their expectations.

Murata Manufacturing Co., Ltd. Communication Module Division Hidetaka Kuwahara



Sales Marketing/Service

Providing customer support that satisfies

At Murata, we work with development staff to provide our unique technical support service, and it gives me pleasure to continually improve our relationships with customers who recognize us as a strategic partner.

Korea Murata Electronics Company, Limited Sales Engineering Group Cheol Lee





CUSTOMER



Helping Murata navigate the seas it sails

The figures we deal with are not just abstract numbers. They illuminate the course that Murata should take, helping our company make strategic decisions and supporting the development of our corporate vision.

Murata Manufacturing Co., Ltd. Accounting & Controller Dept



Improving production lines to benefit the customer

We work to discover and resolve production line issues including those related to quality, cost and delivery. Our improvements help Murata improve its productivity, and benefit the customer as well.

Murata Manufacturing Co., Ltd. Production Engineering Support Dept. Akihiro Havashi







Staff (support the production of customer value) Accounting **Production Engineering**