



## CIES IT STUDY TOUR PROGRAMME

### SUNDAY, 14<sup>TH</sup> MAY 2006

19.00	<b>Official Welcome Dinner of the CIES IT Study Tour 2006</b>
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The participants of the IT Study Tour will take this opportunity to get to know each other while discovering Japanese cuisine.

***Yamazato Restaurant, Okura Hotel, 2-10-4 Toranomom, Minato-ku, 105-001 Tokyo***

### MONDAY, 15<sup>TH</sup> MAY 2006

**Taxi departure from Okura Hotel at 4am**

**4.30 am to 5.30am**

***Optional visit to the Tokyo Fish Market***

The Tokyo Fish Market is said to be the biggest in the world. Tsukiji sells 2,500 tons of fish every business day, handles 450 species of sea life, employs 15,000 people, covers 56 bustling acres and is a sight to behold.

***Tsukiji Fish Market, 5-2-1 Tsukiji Chuo-ku, Tokyo***

**Bus departure from Okura Hotel at 7.45am**

8.15-9.30	<b>RFID Demonstration at Mitsukoshi Department Store</b>
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**MITSUKOSHI**

With Mitsukoshi's long-standing experience, over 300 years, in the retail industry and its commitment to driving growth in Japan's consumer market it is an emblem of Japanese retailing.

9.30-10.30	<b>Presentation on How Mitsukoshi Uses IT to Enhance Customer Satisfaction in their Stores</b>
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Nishida-san, General Manager, Mitsukoshi, will present how they actively leverage IT to ensure customer satisfaction and how RFID is used for CRM and In-store stock management.

***4-1 Nihonbashi Muromachi 1-chome, Chuo-ku, 103-8001 Tokyo***

Return to department store for 1-hour visit.

**Bus departure to Okura Hotel at 11.30**

**12.45 Lunch at the Sazanka Restaurant, Okura Hotel**



## **DOING BUSINESS IN JAPAN – SYNERGIES BETWEEN EAST & WEST**

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**Business session in Ascot Hall III, B2F, South Wing, Okura Hotel**

### **Retailing and the Role of IT in Japan**

#### **14.30-15.15 Presentation on the METI Future Store Initiative**

Mizuno-san will discuss the future distribution and logistics policies of the Ministry of Economy, Trade and Industry (METI) which centre on promoting the Japanese future store during the course of international standardisation.

***Yoshihiko Mizuno, Senior Deputy Director, Distribution and Logistics Systems Policy Office, Ministry of Economy, Trade and Industry (METI)***

#### **15.15-15.45 Overview of Japanese Retailing**

Discover the Nomura research institute's vision of Japanese Retailing and where the future will lead us. Their mission is to discern new social paradigms and assume the role of implementing such paradigms and to building customer trust and prospering together with customers.

***Tadashi Tsuji, Chief Consultant, General Manager Business Innovation Consulting Department, Nomura Research Institute, Tokyo, Japan***

### **Global Retail Trends and the Role of IT**

15.45-16.15 Coffee Break & Welcome of CIES existing & incoming members

#### **16.15-16.45 IT Issues in Retail – An International Perspective**

IT lessons learnt in global expansion at Wal-Mart.

***Utako Tanigawa Ph.D., Director, International Information Systems Division, Wal-Mart Stores Inc., USA***

#### **16.45-17.15 Overview of Retail Trends & the International Retail Scene**

CIES will give an overview on what is happening in the international retail industry and the challenges faced in the environment today.

***Alan, McClay, CEO, & Sharon Jeske, Director, Operational Management Programmes, CIES - The Food Business Forum***

#### **17.15-17.45 Why Retailers have to innovate?**

Find out about where innovation can help? Why innovation is key? & Different models for innovation with concrete examples.

***Christophe Heurtevent, Worldwide Retail and Hospitality Marketing Manager, Microsoft Corporation, USA***

**17.45-18.15 Exchange Session “East meets West”**

A discussion on the top of mind issues in IT and the common issues faced in the industry both East and West.

**Andrew Clarke, Senior Executive, Products, Managing Partner, Asia Pacific Retail, Accenture, Australia**

[Move to Kensington Terrace for cocktail reception located on the 12<sup>th</sup> floor of South Wing, Okura Hotel](#)

**18.15**

**Official Networking Cocktail Reception Exclusively Reserved For Members of CIES and Special Guests**

**TUESDAY, 16<sup>TH</sup> MAY 2006**

[Bus departure from Okura Hotel at 7.45am](#)

**9.00-12.00 VISIT OF DENSO – A TOYOTA GROUP COMPANY**



Armin Offermann, Head of Operations, Denso ID Systems and his team invite you to discover what Denso has to offer to retailers in the future. As a member of the Toyota Group, Denso is the world's largest manufacturer of data collection hardware. Denso will demonstrate how they are innovatively using RF-terminals at the POS on a Supply Chain and Consumer level. They will also share their new applications for ensuring quality and freshness and JIT deliveries as well as new payment methods.

Denso will also demonstration synergies between the automotive and retailing industry and how we will be communicating with our customers in the future. The visit will take place in the Toyota Amlux facility which is where Toyota showcases its ideas for the future and how they are being realised.

***Amlux Toyota, Tokyo, Japan***

**Lunch courtesy of Denso in an RFID controlled Sushi Bar, Sangurou building 1<sup>st</sup> floor, 1-10-8 Nishiikebukuro Toshima-ku**

[Bus transfer to Akihabara 50 minutes](#)

**14.00 – 15.00 VISIT TO AKIHABARA – TOKYO’S WORLD FAMOUS ELECTRIC TOWN**

Get a feel for retail in Tokyo by visiting Tokyo's Electric Town. Akihabara has over 250 stores of all sizes specialised in electrical goods.

[Bus transfer to Fujitsu 60 minutes](#)

**16.30-17.30 PRESENTATION OF FUJITSU BREAKTHROUGH TECHNOLOGY**



See what Fujitsu executives have to say about the technological changes shaping the future development of ubiquitous networking, and the latest Fujitsu solutions designed to specifically address the challenges customers are facing in today's business environment.

**17.30-18.30 VISIT OF FUJITSU INTERNATIONAL FORUM FOR LIVE DEMONSTRATIONS**

Through a guided visit of the forum discover Fujitsu's advanced technologies: Future Store, UBWall - the interactive wall, Colour Electronic Paper, Palm Vein Technology and "Enon" the service Robot. Through exclusive demonstrations discover insights into the latest technological innovations and new ways to help you achieve greater efficiency and profitability.

***Tokyo International Forum, 5-1 Marunouchi 3-chome, Chiyoda-ku, 100-0005***

***Bus transfer to Gonpachi Restaurant 30 minutes***

**19.00 Discover the fascinating city of Tokyo by night and enjoy a typical Japanese dinner at the Gonpachi restaurant in downtown Tokyo.**



**WEDNESDAY, 17<sup>TH</sup> MAY 2006**

**Bus departure from Okura Hotel at 8.00am**

**Please remember to check-out of the hotel and take your luggage with you**

**9.00 DISCOVER COCA-COLA JAPAN**



Discover how Coca-Cola Japan put the fizz back in the Vending Machine Business. See what initiatives they have undertaken and discover how they have competitive advantage in the market. See how they are listening to consumer trends and analysing the sales of vending machines to understand hot selling products.

Find out how they have captured the opportunities in this market and what IT systems they are using through a demonstration of the networked vending machine. Ogawa-san, Vice President & CIO Business Systems and the Vending Team will share their experiences.

***4-6-3 Shibuya, Shibuya-ku, 150-0002 Tokyo***

**Bus departure from Coca-Cola at 12.00. Lunch box served in bus.**

**Transfer to Aeon 60 minutes**

**13.00 – 17.00 VISIT OF AEON HEADQUARTERS & TSUDANUMA SHOPPING CENTRE**



Aeon is a growing corporate group developing not only its core competence of retail, but also shopping centre development, finance, and service sector businesses, and leads Japan's retail industry with innovative initiatives. The company has advanced drastic reforms in the fields of IT, logistics, merchandising, and group management governance with an eye on new business models. Meet with Mr. Agata, CIO and Mr. Tomonaga, Senior Vice President, SCM to hear about how IT is supporting the business and what strategies they have taken to remain successful.

**5-1, 1-Chome, Nakase, Mihama-ku, Chiba-Shi, 261- 8515**

**17.00 Bus transfer to Tokyo-Narita International Airport 60 minutes**

**20.30 Departure Flight OZ 105 Tokyo-Seoul**

**22.55 Pick up at Seoul Airport and transfer to Millennium Seoul Hilton Hotel, 395, 5-ga, Namdaemun-ro, Chung-gu, Seoul, South Korea 100-676**

**THURSDAY, 18<sup>TH</sup> MAY 2006**

**Bus departure from Millennium Hilton Hotel at 9.00am**

**10.00 – 11.30 VISIT OF SOUTH KOREAN TELECOM**



SK Telecom is the countries largest mobile phone operator. SK Telecom has become a pioneer in clearing the path into a next generation network arena that includes the development of the 4th and 5th generation mobile communication technology. SK Telecom works with major credit card companies and banks to enable Koreans to pay everything from groceries to petrol by cell phone. Discover how SK Telecom is focusing on the *Consumer of Tomorrow* and how they are interacting with them. See demonstrations of IMT-2000, VOD, Home Networking, VMT/GPS, m-Commerce and Moneta Payment Service.

**SK Telecom, 9-1, Soonae-Dong, Boondang-Gu, Sungnam-City, Gyeonggi Province, Korea**

12.30-13.30 Lunch in Crystal Restaurant, Suwon City

**Bus transfer to Samsung 30 minutes**

## 14.00 – 15.30 VISIT OF SAMSUNG ELECTRONICS



Samsung is the leader in the technology and electronics market. Korea is where it tests its new products and is at the heart of its innovations. Discover best practices and learnings from the forerunner in the industry and their concept of 'New Business Management'  
**Samsung Electronics Co.,Ltd., 416, Maetan-3Dong, Yeongtong-Gu, Suwon-City, Gyeonggi Province, Korea**

**Bus transfer to Leeum Museum 60 minutes**

## 16.30-18.30 VISIT TO LEEUM MUSEUM

*The Leeum collects traditional Korean artworks that affirm the unique beauty of Korean art from the past to the present, contemporary Korean artworks that demonstrate the continuing excellence of visual art in Korea, and contemporary art from all over the world.*



**Leeum, Samsung Museum of Art, 747-18, Hannam-dong, Yongsan-gu, Seoul**

## 19.20 DINNER AT KOREA HOUSE RESTAURANT

*Guest Dinner Speaker on the Korean Retail Scene by TNS*

TNS is one of the world's leading market information companies with operations in 70 countries in Europe, the Americas, Asia Pacific and the Middle East.  
David Richardson, AP Regional Director, TNS Global

## 20.50-21.50 Typical Korean Dance Spectacle at Korea House Restaurant

## **FRIDAY, 19<sup>TH</sup> MAY 2006**

**Bus departure from Millennium Hilton Hotel at 8.00am**

## 9.00-11.30 MEET WITH IT EXECUTIVES OF SAMSUNG TESCO



See what new formats and systems Home-Plus are implementing in the South Korean market and learn about their IT strategies in the South Korean market by meeting with the top executives in their IT department who should show their IT systems using in-store and for supply chain management.

**Samsung TESCO, 701-2, Yeoksam-Dong, Kangnam-Ku, Seoul, Korea**

12.15-13.30 Lunch at Samwon Garden Restaurant

**Bus transfer for store tour programme 30 minutes**

**14.00 – 16.30 STORE TOUR PROGRAMME – VISIT OF HOMEPLUS & EMART**

South Korea is an attractive market for grocery retailing with a densely concentrated, urbanised and relatively wealthy, westernised population. The modern grocery sector has extremely high standards, a strong focus on customer service and highly staffed counters. It is also interesting to note that the traditional forms of retailing are still highly dominant in the market. Discover all of this during the store tour programme in Seoul.

**Seoul, South Korea**

14.00-15.00 Visit of Homeplus Gwangseo, 639-11, Deungchon 3-dong, Gangseo-gu, Seoul, South Korea



**Bus transfer to E-mart 30 minutes**

15.30-16.30 Visit of E-mart Gayang, 449-19, Gayang 3-dong, Gangseo-gu, Seoul, South Korea



**Conclusion of CIES IT Study Tour 2006**

**16.30 Return to Hilton Hotel**

*Individual drops-off to the airport have been arranged for those leaving early on Friday, 19<sup>th</sup> May 2006.*