

Japan Study Mission for Hoteliers

Nagoya/Tokyo . Japan

14 - 18 May 2018

Organised by:



Programme Summary

This Study Mission will take place from 14 - 18 May 2018. Participants will be going through the following itinerary*:

Programme	
Day 1: 14 th May 18 (Mon)	<ul style="list-style-type: none">• Depart from Singapore to Nagoya, Japan• Arrival at Chubu (Nagoya) airport, and check-in to Hotel
Day 2: 15 th May 18 (Tue)	<ul style="list-style-type: none">• Toyota Production System (TPS) Workshop Training Session<ul style="list-style-type: none">- Lecture & Hands-on Training by Ex-Toyota Trainers- Standard sheet, Detect waste, Kaizen Method• Transfer to Tokyo by bullet train
Day 3: 16 th May 18 (Wed)	<ul style="list-style-type: none">• Visit Prince Hotel to gain insights on Customer's satisfaction & HR Training• Visit Henn-Na Hotel to see how they leverage on technologies in workflow
Day 4: 17 th May 18 (Thu)	<ul style="list-style-type: none">• Understand how TPS has helped Kikuya to improve their laundry service• Learn how restaurant like KURA Sushi Restaurant has benefited from TPS• Sharing Session on Hotel Strategies by President of Richmond Hotel
Day 5: 18 th May 18 (Fri)	<ul style="list-style-type: none">• Visit Ringer Hut with Mr Fujii-san, one of the most highly respected food service consultant in Japan• Return to Singapore

* Date and Itinerary may be subjected to changes

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Company Visits

The visits will be to some of the outstanding Japanese hotels and companies and they may include:

TOYOTA

Toyota Motor Corporation

Toyota Motor Corporation is a Japanese parent company of the Toyota Group. It became the largest automobile manufacturer in the world for the first time in 2008. Most of its nearly 600 subsidiary companies are involved in the production of automobiles, automobile parts, and commercial and industrial vehicles. Headquarters are in Toyota City, an industrial city east of Nagoya, Japan. It is renowned for creating Toyota Production System, a production system which is steeped in the philosophy of "the complete elimination of all waste" imbuing all aspects of production in pursuit of the most efficient methods.

Find out more: http://www.toyota-global.com/company/vision_philosophy/toyota_production_system/



Shinagawa Prince Hotel

Prince Hotels, Inc. was established on June 4, 1956 by the Seibu Group's core business Seibu Railway Co., Ltd. to manage its Prince Hotels located in the Tokyo metropolitan area.

Prince Hotels has been embarking on incubating various new business models. Such as, in April 2012, the management of Showa Kinen Park and Musashi Kyuryo National Government Park was given to Prince Hotel. In 2013 December, we started operations of the large solar energy farm "Prince Energy Eco Farm Nango" in Miyagi Prefecture.

In the future, we aim to provide facilities and services tailored to the needs of our guests while managing the business to contribute to the natural and global environment, moving in cooperation with the society.

Find out more: <http://www.princehotels.com/shinagawa/about-us/>

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Henn na Hotel

Henn na Hotel

Henn-na Hotel is the world's first hotel operated with advanced technologies, whose pro-environment, modern and intelligent facilities would make you relaxed and happy. Since Huis Ten Bosch that is on the purpose of building a "pro-environment future city" opened in 1992, the resort has performed a set of water, electricity and garbage recycling system and has worked on ecological environment protection continually.

If a new hotel has to be built in the resort, in spite of pro-environment building and facilities, the proper, comfortable and convenient usage also has to be considered. For this, Henn-na Hotel advocates "The Ultimate in Efficiency".

Find out more: <http://www.h-n-h.jp/en/>



KURA Sushi Restaurant

Established in 1995, Kura Sushi has more than 360 restaurants across the globe.

Find out more: <http://www.kura-corpo.co.jp/en/>



Richmond Hotel

Richmond Hotel

Located in an immediate proximity to central areas of like Ikebukuro or Shinjuku, Richmond Hotel Tokyo Mejiro is convenient for visits to the heart of city while staying out of the crowd this metropolis combines.

Find out more: <http://asakusa.richmondhotel.jp/about-us>

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Study Mission Details

Date of Study Mission	:	14 – 18 May 2018, Mon - Fri
Minimum / Maximum	:	15 /30 participants
Programme Fee and Accommodation	:	S\$5,800 (excl. GST and airfare)

Please contact Ms. Joanne Tee at 6745 5833 or email joanne_tee@spa.org.sg for more details.