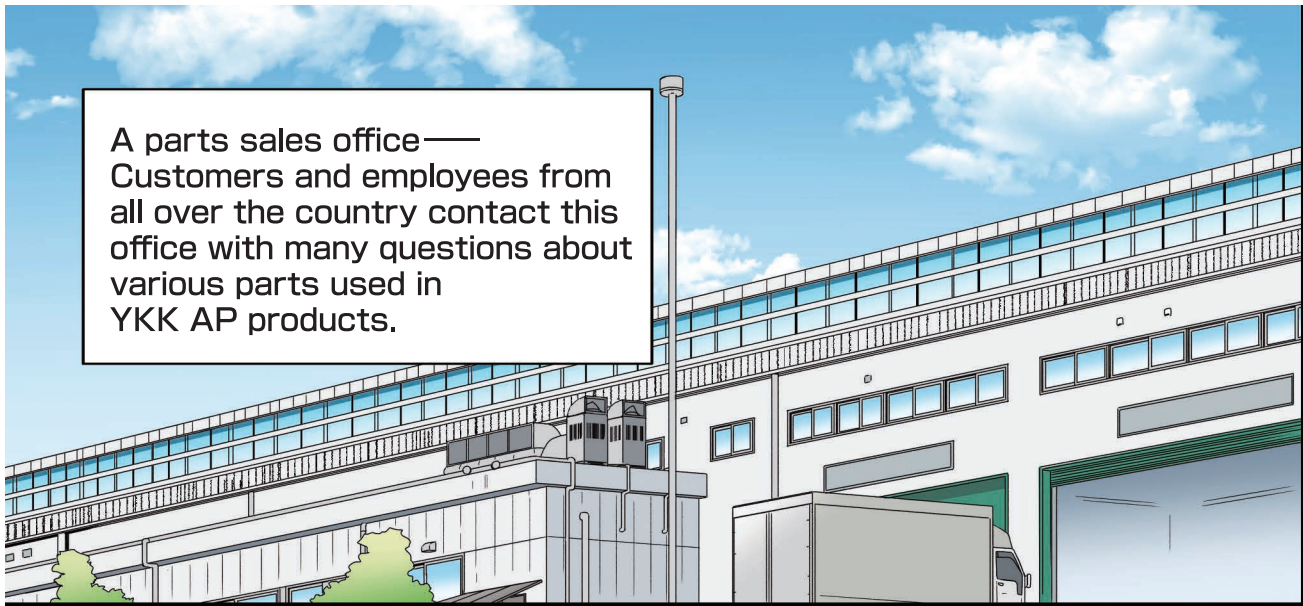
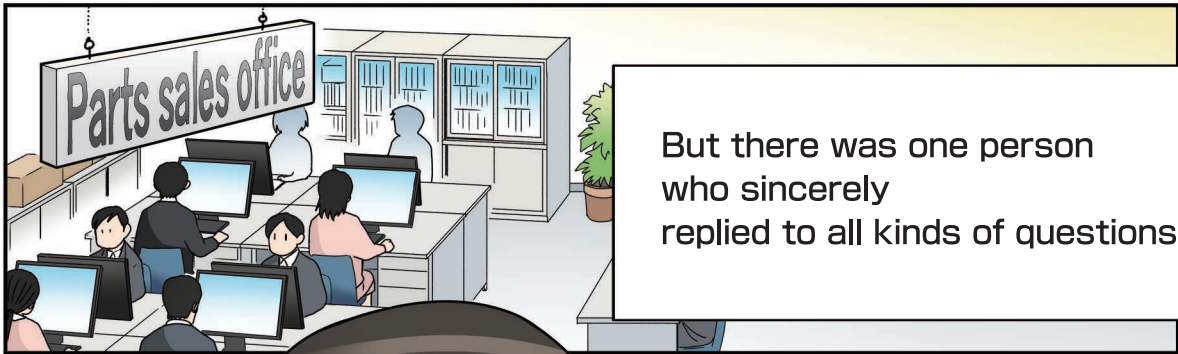


# Episode 6 Sincerity

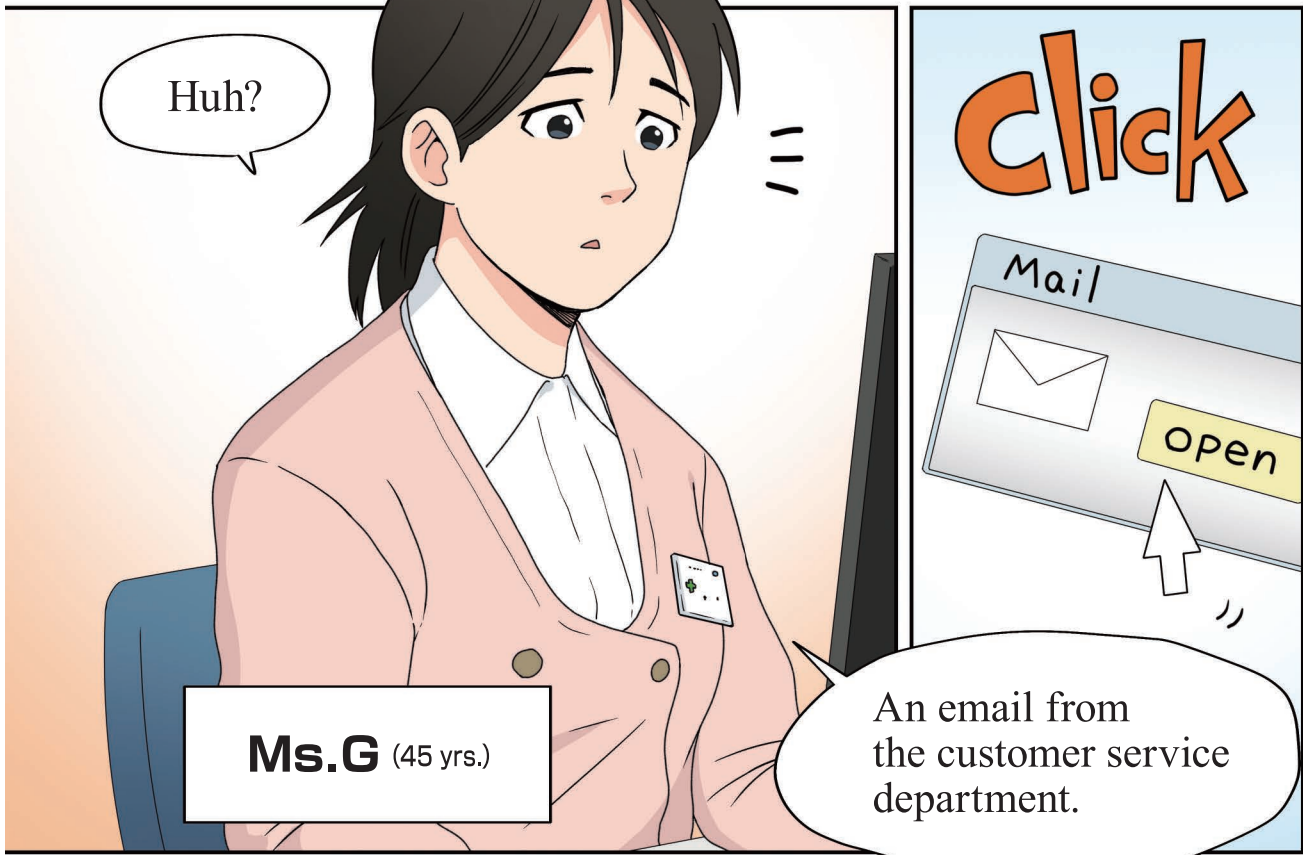




A parts sales office—  
Customers and employees from  
all over the country contact this  
office with many questions about  
various parts used in  
YKK AP products.



But there was one person  
who sincerely  
replied to all kinds of questions.

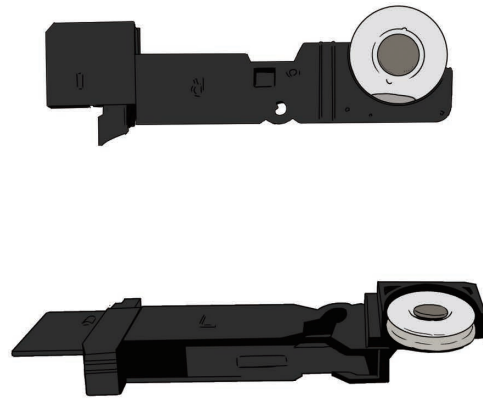
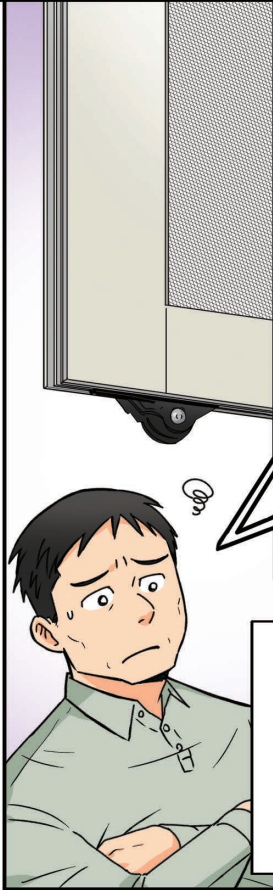


Huh?

**Ms.G** (45 yrs.)

An email from  
the customer service  
department.

Subject: Ms. G,  
are you familiar with this door roller?



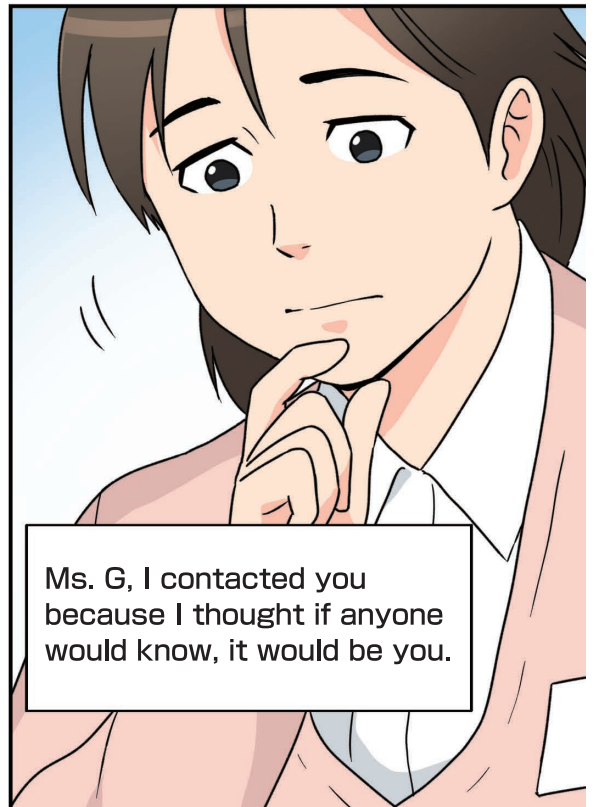
The customer said:  
I've been using this screen door for  
about 20 years, and the roller is in  
bad shape. I'd like to purchase  
the same roller as this picture.

The customer thinks that since  
the window was produced by YKK AP,  
the screen door is probably a product  
of YKK AP as well, but...

No matter whom we ask,  
no one knows...



Ms. G, I contacted you  
because I thought if anyone  
would know, it would be you.







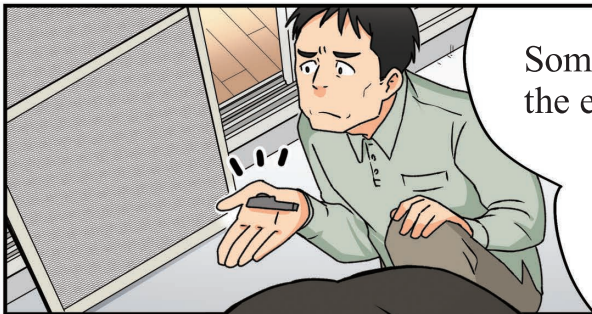
Hmm...

This door roller doesn't look like one of our products...



It would be easy to say, "It's not our product, so I don't know," but...

**Stretch**



Sometimes the failure of one part makes the entire product unusable.

If it's left like this, it'll cause problems for the customer...



Alright!

I'll do it!

**It's up to me to find the answer!**

Model X...?  
I feel like I've seen this before...

Model X 21

There're markings on  
the side...R and L...

First, an online search!



An array of windows!!

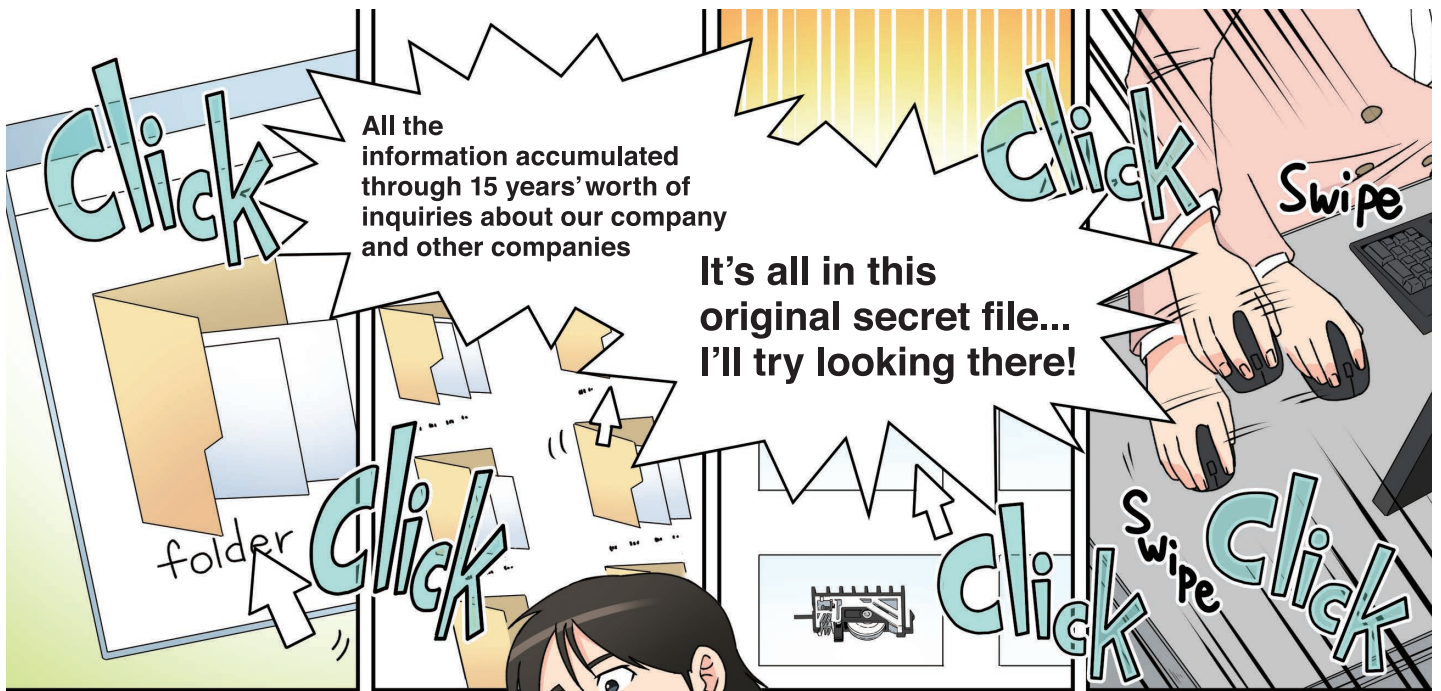


There're some similar  
looking ones, but they are  
different from  
the roller the customer  
was asking about...

Well then!

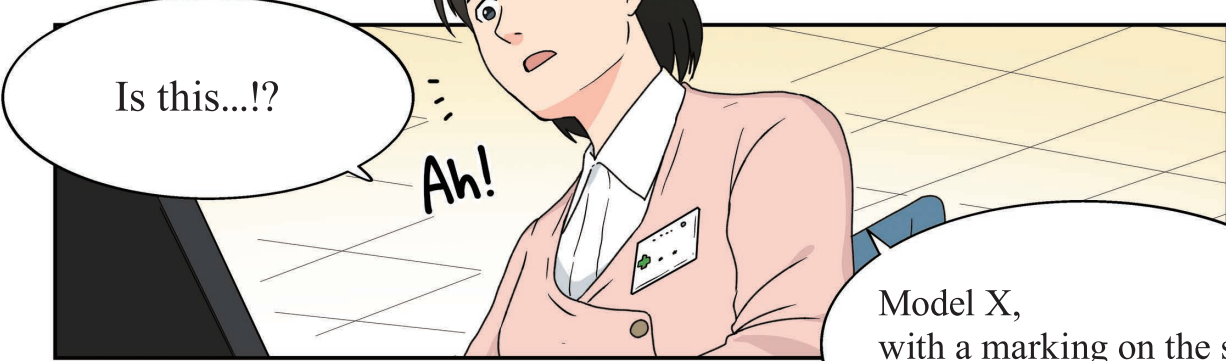






All the information accumulated through 15 years' worth of inquiries about our company and other companies

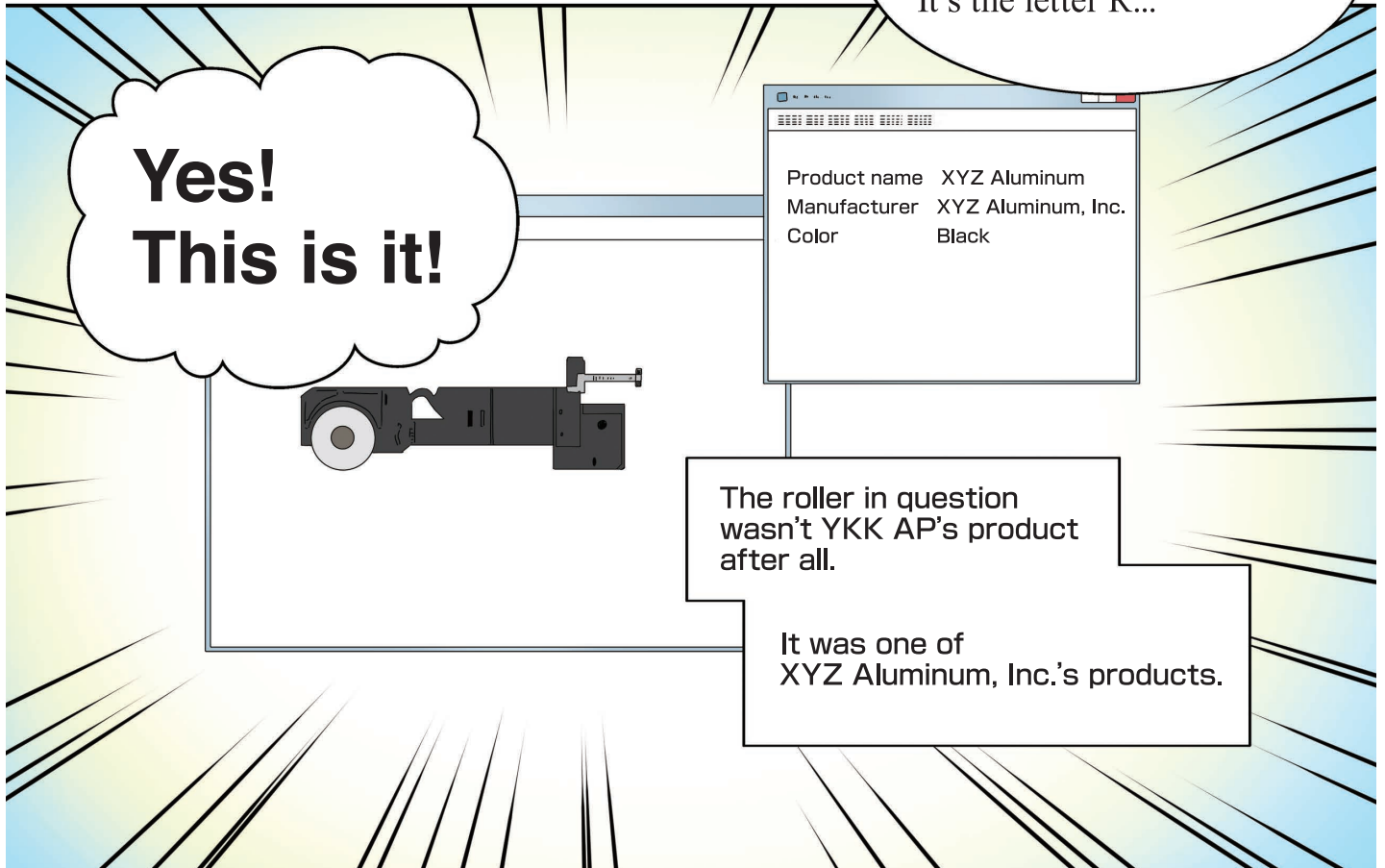
It's all in this original secret file... I'll try looking there!



Is this...!?

Ah!

Model X, with a marking on the side... It's the letter R...

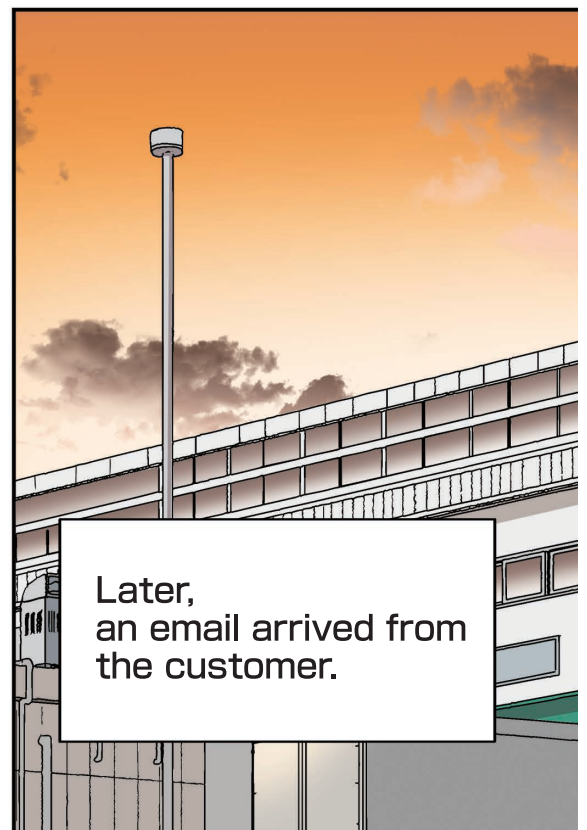
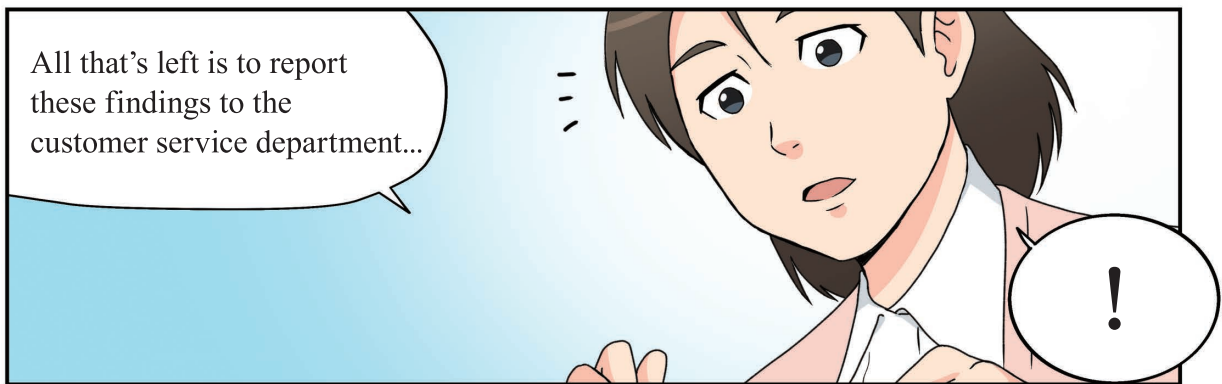
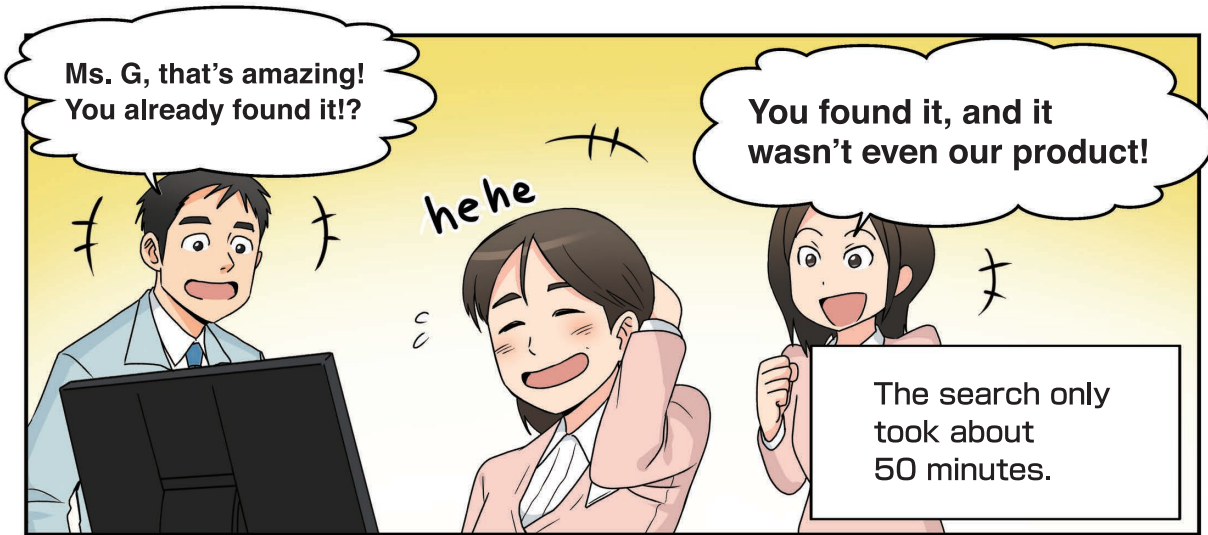


Yes!  
This is it!

Product name	XYZ Aluminum
Manufacturer	XYZ Aluminum, Inc.
Color	Black

The roller in question wasn't YKK AP's product after all.

It was one of XYZ Aluminum, Inc.'s products.

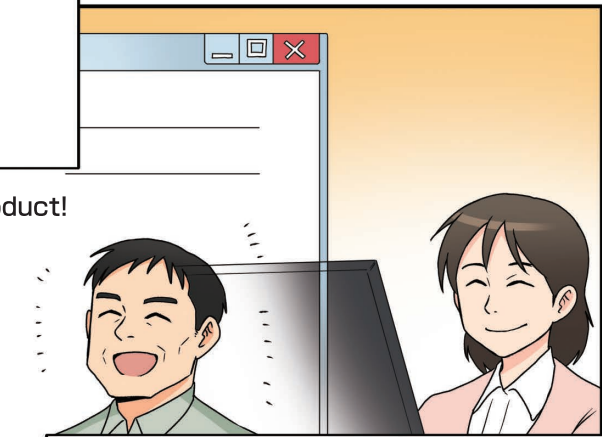


Instead of simply responding with  
“Sorry, it’s not our product,”

I really did think it was a YKK AP product!  
Thank you for the URL, too!

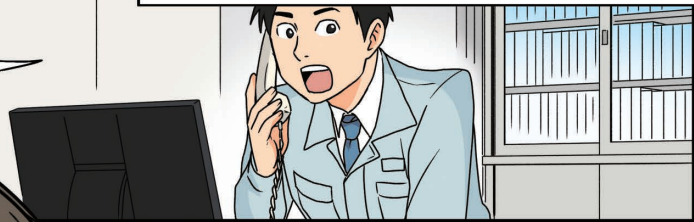
I was impressed with how much  
you researched  
for me even though it wasn’t one  
of your products.

Next time, I will buy  
screen doors from YKK AP!



She went one step further  
in order to make  
the customer happy.

Ms. G!  
We’ve got a question  
about parts...



**No problem!**

**Leave all questions  
about parts to me!**

Even if we’re just dealing  
with a small parts,  
our customers will  
definitely feel our sincerity...

Let’s continue striving every day  
to make our customers happy!

**End.**

