
As a global leader in imaging technology and offering world-class business process outsourcing and leading-edge business technology solutions, Canon Oceania Group is dedicated to offering our customers products and services that can be used safely, with peace of mind and with satisfaction.

Canon Quality is realised through our global quality management system, a comprehensive set of rules and guidelines that enables the Canon Group to synchronise its efforts across the whole product and service lifecycle from planning to final disposal.

Customer Service Excellence – We do more than people expect.

Customer Service Responsibility – We do what we say we will do.

Risk Based Thinking – We promote a process approach to identifying and managing risks and improving performance. We ensure that we comply with all local laws, regulations, codes and customer expectations applicable to our products and services.

Continual Improvement – The Canon Group invests in research and development of products and processes to meet customers' future needs. Continual improvement is achieved through the implementation of management systems complying with ISO 9001. We monitor the performance of those systems and compliance with standards through a comprehensive internal and external audit program and report on performance against specific objectives and targets with the aim of continual improvement.

Delivery, Timeliness and Availability – We develop and refine performance indicators to ensure that we meet our customers' expectations and respond promptly to queries.

Courtesy, Honesty and Fairness – We treat customers, clients, suppliers, co-workers and management with courtesy and integrity, with proper regard for their rights and dignity. We always strive to do the right thing by our customers, and we are fair and transparent in dealings with our suppliers.

Team Spirit – We Live the San-Ji Spirit – through self-motivation, self-management and self-awareness, each employee takes responsibility for satisfying the needs of our internal and external customers.



Kotaro Fukushima

Managing Director

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