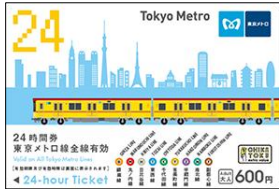




2025 P06	Service 1	Customer Satisfaction Improvement Initiatives
	Basic Course	



Special tickets meeting customer needs



Renovated and bustling station

KEY POINT

By learning “specific initiatives” and “responses to changes in society and environment” related to customer satisfaction improvements, you will be able to use them as a reference when considering customer satisfaction.

OVERVIEW

As social infrastructure, urban railways have supported urban growth by responding to social and environmental changes and meeting customer needs. On the other hand, changes in life and work styles due to the pandemic have accelerated and clarified the changes in the value and role of urban railway.

Primarily focused on Tokyo Metro, we will introduce “various initiatives that have improved customer satisfaction” and “efforts to further improve customer satisfaction in response to changes in society and environment”.

LECTURE CONTENTS

- 1) History and role of urban transport and urban railways
  - History and role of urban transport and urban railways to date, using Tokyo as a case study
- 2) Customer satisfaction improvement initiatives in Tokyo Metro
  - Customer satisfaction improvement initiatives conducted by Tokyo Metro based on customer needs
- 3) Further customer satisfaction improvement
  - Responses to changes in “the value of urban railways needed by customers” and “the role of urban railways”

KEY DETAILS

Application Period	May 19, 2025 – Mar 31, 2026
Viewable Period	1 month
Targets	Basic Course: for those who have less than 3 years experience in the railway industry
Language	English
Location	Online (Vimeo)
Course Duration	1 hour 6 minutes
Course Fee	10,000 JPY (per 1 course) Note: Applications within Japan are subject to the tax separately.
Payment Method	PayPal
Certificate	Attendance Certificate (digital) will be issued.

More Info and application



<https://sites.google.com/tokyometroacademy.com/index>  
You can apply regardless of your field.