

“A Co-Creative Education Program of Humanities and Sciences to Solve Global Issues Confronting Japan and Latin America”

Diana Cruz's Internship Report

BEST-ON CO., LTD

From January 30th to February 10th 2017 I had the opportunity to do my internship at BEST-ON CO. Company that works for the application of security system against possible fires inside houses, companies and homes for elderly in Tokyo, Japan just to mention some examples.

During these two weeks I had the chance to work from 8:50 am to 18:00 pm, our boss and owner of BEST-ON MATSUMOTO, Kohjiro san with ISHIYAMA, Miyuki san and FUKUDA, Arisa help us to understand the importance of work in Japan and how team work is the key to success as a company and as a society.

I had the possibility to work with all BEST-ON collaborators even if my Japanese language level is basic. The knowledge acquired about Japanese society during my internship I got it from working at BEST-ON but also from several visits to museums and other activities that Matsumoto san gave me the opportunity to experienced.

My activities at BEST-ON: help each of my colleagues with work as doing copies, putting on Japanese stamps, and I tried to finish every little work but important that was committed to me on time in order to help my colleagues.

What I've learn inside BEST-ON:

Punctuality and cleanup

It is known that Japanese society respect their own time and others' time, in my case I improve in respecting the time of everyone. Every colleague from BEST-ON even if their schedule started at 9:00 am they were already at 8:30 am cleaning all the work area, taking the split garbage to the container, cleaning the office desks, everything to keep their wok area clean, because they don't pay to anyone for cleaning. They respect their space of working, something learned from home and school.

Teamwork

Matsumoto san explain us that each BEST ON collaborator is specialized in his/her own area but at the same time they know activities from the others collaborators fields. That it's amazing for me as a Mexican, because in my country at work no one knows about the others colleagues' responsibilities so it's impossible to work efficient as the Japanese way.

During the first two days of internship FUKUDA san and ISHIYAMA san introduce me to each collaborator, something really important for me and I think that it's another key to success in a company. I mean introducing every colleague for the new ones, even if was only see them for two weeks shows that for the company each member is an essential part for the company.

In order to be able to work in the company each colleague had the patience to teach me how to do it, and my impression is that they care that you learn by seeing them making an activity and then you have to repeat it until they check that you've learnt.

Every morning everyone at the office made a brief report of what are going to be their activities during the day and everyone listen and knows about their colleagues work, for me this exercise gives the collaborator a sense of belonging to the company, in Mexico that isn't a common activity and I think that is necessary.

Also I could notice that everyone enjoys working extra hours, this made me ask myself about how they are comfortable with their job, in Mexico there is no sense of belonging to their work and extra hours aren't well paid as in Japan something that companies and every boss in Mexico should study and improve in order to have success.

Manners

MATSUMOTO san, ISHIYAMA san and FUKUDA san gave me a lesson of Japanese manners, something that I recommend to be part of LA-CEP pre-internship activities, to teach us how to communicate with our boss and colleagues. They taught me how to give tea when you are meeting a potential client, the several greetings with different types of bowing. This gave me an example of how the traditional education in Japan is mixed with the contemporary education and respect is still present in every time of the Japanese life.

Extra activities

Matsumoto san took to my partner Rodrigo and me to The Rinkai Disaster Preparation Park, Tokyo Fire Department Ikebukuro Life Safety Learning Center and Firefighting Museum to see how Japan society has security measures in order to prevent the negative consequences of natural disasters as earthquakes and tsunamis. Japan has shown its capability of resilience after Kanto earthquake and 2011 Tōhoku earthquake/tsunami but also has shown its prevention capability. Something that I found similar with Mexico, after 1985's earthquake, but Mexico needs to invest more in prevention museums.

We also went to a Home for elderly in whom we could see BEST-ON in action, there are too many security measures to protect our love ones, but it's necessary to have enough budget and support from the government to make it happen.

There were plenty of extra activities that MATSUMOTO san provided us during our internship, but due to the short report I must mention the one that show us the main reason why Japan society has success in their work and as a community, he took us to Saitama prefecture in order to visit a elementary school in Kitamoto city, there we had the experienced of having 給食, kyushoku the lunch time in schools, where children show us their sense of belonging to their school by cleaning before and after their classroom and all the school , their responsibility between them (for preparing the

lunch time and serving). But we also learnt how parents, and The Public Interest Incorporated Foundation For Saitama School Lunch Association works together in order to give children healthy lunches. Something that Mexico must apply thinking about children's health and their academic performance. Another subject that I learnt is about how they try to prepared healthy lunch made with Saitama own products, consuming what they produce giving work to their own people. Maybe in Mexico if we apply this kind of system, we can show to the children the importance of eating healthy and Mexican products.

There are no enough words to describe my happiness and knowledge acquired during my internship, thank you MATSUMOTO san, ISHIYAMA san, FUKUDA san, BEST-ON colleagues and everyone involved for having patience and giving me the best experience in at work, because I doubt that in Mexico I'm going to receive all that kindness and attention in my future work.



