

Service

Service system



Meticulous service that places supreme importance on our customer's body and mind

We have a comprehensive system to deliver the best service possible to customers nationwide. In addition to our Tokyo sales office serving the entire Kanto district, we have sales offices in Sapporo, Sendai, Nagoya, and Osaka. Since we handle orthopedic appliances and medical devices, we are committed to maintaining a precise inventory control system and an excellent after-sales care system, in addition to a system for ensuring the prompt reception of goods and shipping orders. Our after-sales service regularly handles requests for fine adjustment or reprocessing, depending on the product, and our products' contribution to society is assured through ongoing cooperation with prosthetists and medical institutions. Faithful to the second pillar of our corporate philosophy, 'communication', we are diligent in the pursuit of such goals on behalf of our customers.

Transparent image dimension measuring instrument



画像寸法透過測定器

Extensive inventory

Our Tokyo sales office alone boasts 7,500 types of parts and materials in its warehouse, as well as an abundant inventory of finished metal goods, in addition to wood, cloth, and imported materials.

Prompt response

We package and ship orthopedic appliance parts precisely according to the order instructions, and have introduced the latest inventory management software to enable our salespeople to monitor the inventory even beyond the company premises, for improved sales performance.



Provision of accurate and secure information

In addition to acquiring ISMS certification, we make continued and diligent efforts to ensure the trust of our customers by providing accurate information with complete security.

Quotation software

We have joined with Fuji Xerox Co., Ltd. to develop special application software for orthopedic appliance cost quotations, which can deliver simple and clear results even for complex calculations such as insurance coverage.

