

Chapter 2 Work / Rules and regulations

Japanese workplace rules may differ from those in your country.

Make sure you understand the rules of the Japanese workplace to "work safely" and "to create good relationships at the workplace."

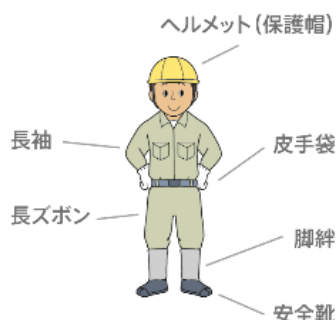
2-1 Dress code

"What kind of clothes do you wear in your workplace?"

- Make sure your clothes are appropriate for your job.
- It is essential to wear clean clothes.
- Safety is the top priority in any job.
- Accidents can be prevented by wearing work clothes, safety shoes, and a safety helmet properly.



○ あんぜん ふくそう 安全な服装の例



あんぜんだいいち
安全第一

ANZEN DAIICHI
SAFETY FIRST

× きけん ふくそう 危険な服装の例



2-2 Punctuality




"What will happen if you cannot be punctual at work?"

1. You will lose your credibility.
People think; a person who is not punctual = a sloppy person = an untrustworthy person.
2. The company will lose its credibility.
You may cause inconveniences to customers when you fail to keep time.
If that happens, not only you but also your company will lose trust.

Japanese workplaces are very strict about punctuality. Take responsibility for your actions!

2-3 "Hoo-Ren-Soo"

What is "Hoo-Ren-Soo?"

| Hoo (Hookoku) | Ren (Renraku) | Soo (Soodan) |
|---|---|---|
|  |  |  |
| Report | Inform | Consult |
| "Report" to 'the person who gave the instruction' | "Inform" 'all persons involved' | "Consult" with 'a boss, senior staff, or colleague' |






Teamwork is of paramount importance in the workplace.

Let's "**Hoo-Ren-Soo**" even for small matters!

2-4 5S



What is "5S?"

| | | | |
|---------------------------------|---|--|--|
| S eiri Sort |  | Separate necessary and unnecessary items. Remove all unnecessary items. | ⇒ Work efficiency will be improved. The risk of falling and injury will be reduced. |
| S eiton Set |  | Store necessary items in an easy-to-use and -understand manner. | ⇒ Wasted time will be reduced. Work quality will be improved. |
| S eisoo Shine |  | Remove dirt and trashes from machinery and desk areas. | ⇒ Break down of machines will be prevented. The risk of falling and injury will be reduced. |
| S eiketsu Standardize |  | Remove dirt and clean the surrounding area. | ⇒ Work quality will be improved. Contamination by foreign substances will be prevented. |
| S hitsuke Sustain |  | Repeating the above four practices and ensure to follow the established rules. | ⇒ You will be more conscious about safety while performing duties. |

You can work "safely" and "comfortably" in the workplace where the 5S approach is appropriately followed!

2-5 Work procedure



- There are many dangers in the workplace.
- The work procedures established in the workplace are the rules for "safe" and "efficient" work.
- Follow the work procedures to prevent injury and accidents.
- If you feel "unusual (**abnormal**)," contact your supervisor immediately.




There are various signs in the workplace.
Check the meaning of each sign.

| | | | |
|---|---|--|--------------------------------|
|  | Be cautious in the area encircled with a yellow-and-black tape. |  | Be aware of high temperatures. |
|  | Keep your hands away from rotating objects. |  | Be careful not to be caught. |
|  | Do not wear gloves. |  | Wear protective glasses. |


If an abnormality occurs ...













Workers' accident compensation insurance

If you have an injury or illness attributed to your work or commutation, you will be compensated with medical costs and others by taking appropriate procedures.
The company bears the insurance premium.

2-6 Preventing troubles 

[Common troubles]

| | | |
|---|---|---|
|  | "I proceeded ahead because I had completed the instruction but got a rebuke!" |  |
|  | "I was asked to perform a duty that was not specified in the contract. . ." |  |
|  | "I don't understand the instructions at all. I couldn't ask for clarification because I was afraid of being criticized. I ended up taking the wrong part and got a rebuke." |  |
|  | "Their Japanese is entirely different from the Japanese I studied, and I have no idea what they are talking about." |  |

Troubles at work are often caused by miscommunication.

It is essential to establish relationships where communication takes place easily.

2-7 Japanese phrases frequently used in the workplace

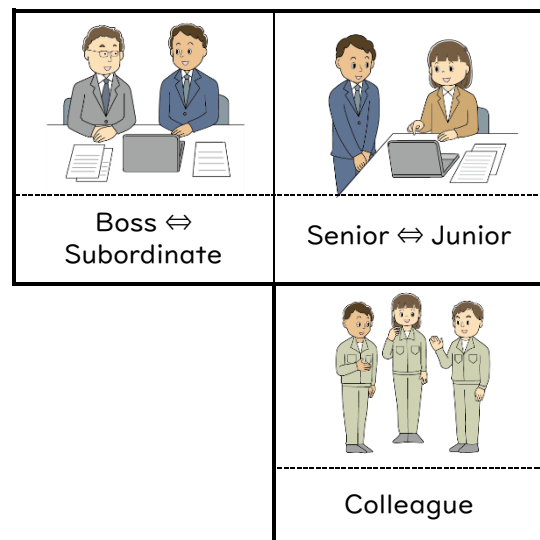
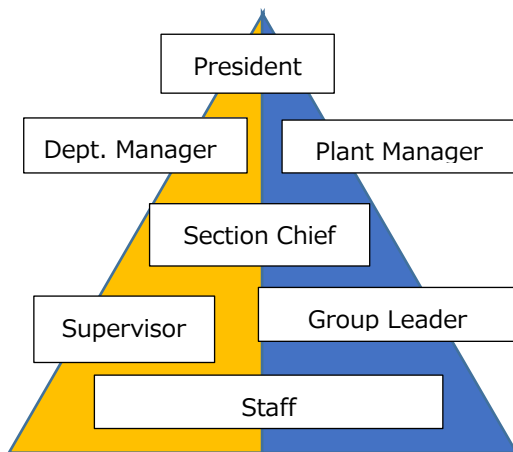
■ Greeting in the workplace

- For people in the same workplace ... 「おつかれさまです。」
- For people from affiliates and customers ... 「お世話になっております。」
- When or after you ask for something ... 「よろしく願います。」
- When you go home earlier than others after work ... 「お先に失礼します。」
- When others go home earlier than you after work ... 「おつかれさまでした。」


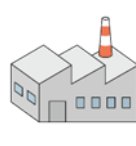






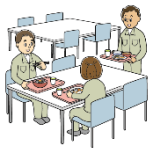





■ Workplace-related terms















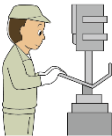





- Organization and hierarchical relationships



- Location / department

| | | | | | |
|---|---|---|---|---|---|
|  |  |  |  |  |  |
| Company | Factory | Site | Warehouse | Dormitory | Office |
|  |  |  |  |  |  |
| Conference room | Reception | Canteen | Locker room | Reception room | Break room |

• Action-related words

| | | | | |
|---|---|---|--|---|
|  |  |  |  |  |
| Report | Contact / Inform | Consult | Question | Confirm |
|  |  |  |  |  |
| Request / Ask | Submit / Hand over | Sort / Clean up | Start | End |
|  |  |  |  |  |
| Change | Fail / Break down | Repair | Work overtime | Manufacture |
|  |  |  |  |  |
| Assemble | Operate | Inspect | Paint | Weld |

■ Numerical value / unit

| | | | | | | | | |
|--------|-----------------|-----------------|-----------|----------------|-----------|-----------|-----------|-------------|
| Length | Millimeter (mm) | Centimeter (cm) | Meter (m) | Kilometer (km) | Inch (in) | Feet (ft) | Yard (yd) | Mile (mile) |
| | 1,000 | 100 | 1 | 0.001 | 39.37 | 3.281 | 1.094 | 0.0006 |

| | | | | | | | |
|--------|----------------|----------|---------------|------------|------------|-------------------|------------|
| Weight | Milligram (mg) | Gram (g) | Kilogram (kg) | Ounce (oz) | Pound (lb) | British ton (L/T) | US ton (t) |
| | 1,000,000 | 1,000 | 1 | 35.27 | 2.205 | 0.0009 | 0.001 |

| | | | | | | | |
|------|--------------------------------------|--------------------------------|---------|--------------|-------------------------------------|-----------|----------------------------------|
| Area | Square centimeter (cm ²) | Square meter (m ²) | Are (a) | Hectare (ha) | Square kilometer (km ²) | Acre (ac) | Square mile (mile ²) |
| | 100,000,000 | 10,000 | 100 | 1 | 0.01 | 2.471 | 0.0039 |

| Volume | | Cubic millimeter (mm ³) | Cubic centimeter (cm ³) | Liter (ℓ) | Cubic inch (in ³) | Cubic feet (ft ³) | Imperial gallon (Imp.gal) | U.S. gallon (U.S.gal) |
|--------|--|-------------------------------------|-------------------------------------|-----------|-------------------------------|-------------------------------|---------------------------|-----------------------|
| | | 1,000,000 | 1,000 | 1 | 61.02 | 0.0353 | 0.219 | 0.264 |

■ Expressions

•To report

- ① "I have **already** finished the work."
- ② "I'm sorry, I'm **yet** to confirm it. I'll confirm it **now**."
- ③ "I'm sorry, I'm **yet** to finish making the materials. I'm working on it **now**."



•To inform

- ① "I will be 15 minutes late **because of** a traffic jam. I'm sorry, but thank you for your understanding."
- ② "Excuse me... I will take a day off today **because** I have a fever of 38 degrees Celsius. Thank you for your understanding."



•To consult

- ① "Excuse me! The machine isn't working; **what should I do?**"
- ② "Excuse me... **May I** take a one-week leave **because** I'll go back to my country next month?"



•To clarify when you fail to understand

- ① "I'm sorry, I don't understand. **Once again, please.**"
- ② "I'm sorry, would you [say/teach] it one more time?"
"Excuse me, [what/when/who/which/where] is ○○?"



•To ask for permission

- ① "Excuse me, **can I** use that computer for a while?"
- ② "Excuse me, **may I** leave a little early **because** I'm going to immigration?"



•To make a request

- ① "I'm sorry, but **will you** hurry a little?"
- ② "Excuse me, the baggage is heavy; **will you please** help me?"



One-point advice

"すみません (excuse me)" is often used in various situations. It could mean "I'm sorry" or "Thank you," and also be used when calling or talking to someone.