



101,434

101,434—this is the number of calls made during fiscal 2004 only in Japan to the Call Center of Konica Minolta Photo Imaging, Inc., one of our Group companies engaged in the camera and film business. Customer feedback is important to us, and we use it to build better products and services and attain improved customer satisfaction. The Konica Minolta Group receives customer feedback, suggestions, and ideas through various channels across the world. Dialogue with our stakeholders, including shareholders, investors, regional communities, suppliers, contractors and employees, is the key to establishing a trust-based relationship with society, which in turn, will enable us to improve our corporate value.

Close dialogue with our stakeholders gives us energy to move forward.

society