

For immediate release

## Fuji Xerox Ranked Highest in J.D. Power Asia Pacific Color Copier And Color Printer Customer Satisfaction Studies for Six Consecutive Years

**TOKYO, August 13, 2015** – Fuji Xerox Co., Ltd. was ranked highest for six consecutive years both in the 2015 Japan Color Copier Customer Satisfaction Index Study<sup>SM</sup> and the 2015 Japan Color Printer Customer Satisfaction Index Study<sup>SM</sup>, which were released on July 30 by J.D. Power Asia Pacific, Inc., a global marketing information service company.

In the both studies, Fuji Xerox received the highest scores in two factors that influence overall customer satisfaction (CS); products and sales representative/system introduction.

Fuji Xerox regards CS as the base of all its corporate activities. In 2001, Fuji Xerox formulated the CS Action Guideline so that each and every employee—including those not only in the sales that serves as direct contact with customers, but also in research and development as well as headquarters—can take action toward achieving CS.

Fuji Xerox continues to offer products appropriate to a company with the industry's highest reputation. Further, the company aims to be a partner that provides high quality solutions services to help customers create values.

J.D. Power Asia Pacific conducted this year's studies in May, targeting business entities in Japan with 30 or more employees. It received 6,688 responses for the color copier study and 2,396 for the color printer study.

For details, please refer to the J.D. Power Asia Pacific official site:

<http://japan.jdpower.com/> (Japanese only)

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