

7-3

Novelty of and turnover from new or improved goods or services (in 2023)
Concerning all the goods or services for which any answer in 7-1 (a) or (b) is “Yes”, please tick (✓) one circle ○ of either “Yes” or “No” in each of (x) and (y), and fill in the proportions of turnover in 2023, respectively. Please fill in (x-1) and (x-2) if the answer in (x) is “Yes”.

Yes

No

Proportion in total

(During the three years from 2021 to 2023)

(In the year of 2023)

(x)

New or improved goods or services introduced on the market by your enterprise that were not previously offered by any of your competitors (new-to-market products)

%

(y)

New or improved goods or services introduced on the market by your enterprise that were identical or very similar to products already offered by your competitors (only new-to-firm products)

%

(z)

The other goods or services except (x) and (y) above (including unchanged or only marginally modified products, and the resale of products purchased from other enterprises)

(z)=100−[(x)+(y)]

%

Total turnover in 2023

1

0

0

%

Yes

No

(x-1)

New product, the first of its kind in the world

(x-2)

New product, the first of its kind in Japan, but not in the world

8

New or Improved Business Process

8-1

New or improved business processes^{*10} which have been implemented within your enterprise (hereinafter, “business process innovation”) (during the three years from 2021 to 2023)
Please tick (✓) one circle ○ of either “Yes” or “No” in each of (a) to (g).

New or improved ... which have been implemented within your enterprise	Yes	No
(a) Methods for producing goods or providing services (including methods for developing goods or services)	<input type="radio"/>	<input type="radio"/>
(b) Logistics, delivery or distribution methods	<input type="radio"/>	<input type="radio"/>
(c) Methods for information processing or communication	<input type="radio"/>	<input type="radio"/>
(d) Methods for accounting or other administrative operations	<input type="radio"/>	<input type="radio"/>
(e) Business practices for organising procedures or external relations	<input type="radio"/>	<input type="radio"/>
(f) Methods of organising work responsibility, decision making or human resource management	<input type="radio"/>	<input type="radio"/>
(g) Marketing methods for promotion, packaging, pricing, product placement or after sales services	<input type="radio"/>	<input type="radio"/>

^{*10} In this survey, “a new or improved business process” refers to a new business process for one or more business functions that **differs significantly** from your enterprise’s previous business processes and that has been brought into use in your enterprise. The new or improved business process means the business process that is **new to your firm**. It includes the one that differs significantly from your enterprise’s previous business process even if it is the same one as the business process that has already been implemented in other enterprises.

If “Yes” to any of (a) to (g) in question 8-1, answer question 8-2.
If “No” to all of them, go to question 9-1.

8-2

Who developed new or improved business process (during the three years from 2021 to 2023)
Concerning the business process for which any answer in 8-1 (a) to (g) is “Yes”, please tick (✓) all boxes □ where they are applicable in [a] to [g].

[a] Your enterprise solely

☐

[b] Your enterprise jointly with other enterprises within your own enterprise group^{*1}

☐

[c] Your enterprise jointly with other enterprises (excluding other enterprises within your own enterprise group) or other organisations^{*9}

☐

[d] Your enterprise by adapting or modifying business processes originally developed by other enterprises within your own enterprise group^{*1}

☐

[e] Your enterprise by adapting or modifying business processes originally developed by other enterprises (excluding other enterprises within your own enterprise group) or other organisations^{*9}

☐

[f] Other enterprises within your own enterprise group^{*1} (not developed, adapted or modified by your enterprise)

☐

[g] Other enterprises (excluding other enterprises within your own enterprise group) or other organisations^{*9} (not developed, adapted or modified by your enterprise)

☐

*1) «Refer to *1 in 1-1.»

*9) “Other enterprises (excluding other companies within your own enterprise group) and other organisations” include not only other independent enterprises that do not belong to your own enterprise group, but also universities, public research institutions and non-profit organisations.

9

New or Improved Product or Business Process with Environmental Benefits

9-1

Introduction/implementation of new or improved product or business process with environmental benefits (during the three years from 2021 to 2023)
Concerning the environmental benefits (a) to (j) related with the product innovation (new or improved good or service which has been introduced on the market)^{*8} or business process innovation (new or improved business process which has been implemented within your enterprise)^{*10}, please tick (✓) one circle ○ where it is applicable as the contribution to environmental protection.

New or improved good or service ^{*8} which has been introduced on the market or new or improved business process ^{*10} which has been implemented within your enterprise with the following environmental benefit obtained during the consumption or use by the end user:	Relevant product innovation or business process innovation		None
	Contribution to environmental protection:		
	Significant	Insignificant	
(a) Reduced energy use or CO ₂ ‘footprint’	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(b) Reduced soil, noise, water, or air pollution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(c) Facilitated recycling of product after use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(d) Extended product life through longer-lasting, more durable, or easier-to-repair products	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

New or improved good or service ^{*8} which has been introduced on the market or new or improved business process ^{*10} which has been implemented within your enterprise with the following environmental benefit obtained within your enterprise:	Relevant product innovation or business process innovation		None
	Contribution to environmental protection:		
	Significant	Insignificant	
(e) Reduced material or water use per unit of output	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(f) Reduced energy use or CO ₂ ‘footprint’	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(g) Reduced soil, noise, water, or air pollution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(h) Replaced a share of materials with less polluting or hazardous substitutes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(i) Replaced a share of fossil energy with renewable energy sources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(j) Recycled waste, water, or materials for own use or sale	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

^{*8}) «Refer to *8 in 7-1.»

^{*10}) «Refer to *10 in 8-1.»

10

Activities for Realising the Product Innovation (7-1) or the Business Process Innovation (8-1) (Innovation Activities)

10-1

Types of activities conducted by your enterprise for realising the product innovation (7-1) or the business process innovation (8-1) (hereinafter, “innovation activities”) (during the three years from 2021 to 2023)
Please tick (✓) one circle ○ of either “Yes” or “No” in each of (a) to (g). Please fill in (g-1) and (g-2) if the answer in (g) is “Yes”.

	Yes	No
(a) Engineering, design and other creative work activities (e.g. activities to alter the shape, appearance or usability of goods or services)	<input type="radio"/>	<input type="radio"/>
(b) Marketing and brand equity activities (e.g. market research and launch advertising for the introduction of new or significantly improved products or services onto your enterprise’s market)	<input type="radio"/>	<input type="radio"/>
(c) IP-related activities	<input type="radio"/>	<input type="radio"/>
(d) Employee training activities	<input type="radio"/>	<input type="radio"/>
(e) Software development and database activities	<input type="radio"/>	<input type="radio"/>
(f) Acquisition or lease of building, equipment, machine, or other tangible assets	<input type="radio"/>	<input type="radio"/>
(g) Research and experimental development (R&D) activities (including performing in-house R&D and contract-out R&D to others)	<input type="radio"/>	<input type="radio"/>

Yes

No

Expenditures in 2023

(During the three years from 2021 to 2023)

(In the year of 2023)

(g-1) R&D performed in-house

100B

10B

1B

100M

10M

1M

M Yen

(g-2) R&D contracted out to others (including other enterprises in your own enterprise group)

100B

10B

1B

100M

10M

1M

M Yen

10-2

Innovation activities that did not lead to the product innovation (7-1) or the business process innovation (8-1) (during the three years from 2021 to 2023)
Please tick (✓) one circle ○ of either “Yes” or “No” in each of (a) to (c).

	Yes	No
(a) Ongoing activities as of the end of 2023 ^{*11}	<input type="radio"/>	<input type="radio"/>
(b) Abandoned or suspended activities ^{*12}	<input type="radio"/>	<input type="radio"/>
(c) Completed activities ^{*13}	<input type="radio"/>	<input type="radio"/>

^{*11}) “Ongoing activities” are innovation activities that were not completed as of the end of 2023 and will be continued in 2024.

^{*12}) “Abandoned or suspended activities” are innovation activities that were discontinued either with plans to resume the activity later (suspended activity) or without such plans (abandoned activity)

^{*13}) “Completed activities” are innovation activities that were **completed** as of the end of 2023 but has **not lead** to the product innovation (7-1) or the business process innovation (8-1) by the end of 2023.

10-3

Reason for not conducting innovation activities further or at all (during the three years from 2021 to 2023)
Please select one of the most relevant reasons as the “reason for not connecting ... further” if innovation activities were conducted, or as the “reason for not conducting ... at all” if innovation activities were not conducted at all, and tick (✓) one circle ○.

Needed to (further) conduct innovation activities, but did not	No need to conduct innovation activities further or at all
<div>Lack of resources as a reason (e.g. Lack of finance, qualified personnel, or material)</div> <div><input type="radio"/></div>	<div>Other than lack of resources as a reason (e.g. Strategic reasons; unsuitable time for realising innovation; other priorities; very high risk; low expected returns)</div> <div><input type="radio"/></div>

If “Yes” to any of questions 10-1 and 10-2, answer questions 10-4 and 10-5.
If “No” to all of them, your enterprise’s response is closed.

10-4

Public financial support received by your enterprise for innovation activities (during the three years from 2021 to 2023)
Please tick (✓) one circle ○ of either “Yes” or “No” in each of (a) to (c).

	Yes	No
(a) Public financial support ^{*15} from local public authorities ^{*14}	<input type="radio"/>	<input type="radio"/>
(b) Public financial support from the state (national government, national government administrative organs, or incorporated administrative agencies) ^{*16}	<input type="radio"/>	<input type="radio"/>
(c) Tax credits from the state or local public authorities	<input type="radio"/>	<input type="radio"/>

^{*14}) In this survey, “local public authorities” include prefectural governments, municipal governments, and the institutes that are established, funded, and administered by prefectural or municipal governments.

^{*15}) In this survey, “financial support” includes grants, subsidies, subsidised loans, and loan guarantees (contracts of indemnity for losses). On the other hand, it excludes payment for activities under contract by institutes in the public sector.

^{*16}) In this survey, “the state (national government, national government administrative organs, incorporated administrative agencies, etc.)” includes the Cabinet Office, ministries, agencies, incorporated administrative agencies, such as the Japan Science and Technology Agency (JST), the New Energy and Industrial Technology Development Organization (NEDO), the National Institute of Information and Communications Technology (NICT), and the institutions, such as the Development Bank of Japan (DBJ) and the Japan Finance Corporation (JFC).

10-5

Co-operation with other enterprises or organisations by your enterprise for innovation activities (during the three years from 2021 to 2023)
Please tick (✓) one circle ○ of either “Yes” or “No” in each of (a) and (b).

	Yes	No
(a) Co-operation in R&D activities (10-1 (g))	<input type="radio"/>	<input type="radio"/>
(b) Co-operation in other innovation activities (10-1 (a)–(f)) (excluding R&D)	<input type="radio"/>	<input type="radio"/>

If “Yes” to either (a) or (b) of question 10-5, answer question 10-6.
If “No” to all of them, your enterprise’s response is closed.

10-6

Types and countries or regions of co-operation partner (during the three years from 2021 to 2023)
Concerning the activities for which any answer in 10-5 (a) or (b) is “Yes”, please tick (✓) all boxes □ where they are applicable in the types and countries or regions of co-operation partner. However, if there is nothing applicable, please tick the box “None” only.

	Applicable						None
	Japan	China	ASEAN, Korea, Taiwan	North America	EU, EFTA, UK	Others	
[a] Other enterprises within your own enterprise group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other enterprises (excluding other enterprises within your own enterprise group)							
[b] Consultants, commercial labs, or private research institutes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
[c] Suppliers of equipment, materials, components or software	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
[d] Clients or customers that are private enterprises	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
[e] Competitors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
[f] Other private enterprises	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
[g] Universities or other higher education institutions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Government or public research institutes (e.g. national research and development agencies, and public experiment and research organisations; excluding the cases when those are clients or customers)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
[h] research and development agencies, and public experiment and research organisations; excluding the cases when those are clients or customers)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
[i] Clients or customers in the public sector	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
[j] Private non-profit organisations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

This concludes the response by your enterprise. Thank you for completing the questionnaire to the end.

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