

Making customers smile

## C&G HOSTS SEBASTIAN QUINTERO FROM TOYOTA TSUSHO.



C&G Nairobi was happy to host Mr. Sebastian Quintero from Toyota Tsusho Corporation. Sebastian manages the operation of Toyota forklift business in Africa.

You must have heard of Toyota Tsusho Corporation (TTC) for the 35MW Menengai geothermal project in Nakuru County, right? This is after they entered into a partnership with Globeleq's to work on a geothermal plant that should help provide stable power while bringing down the costs of electricity in the country...

Toyota Tsusho is a member of the Toyota Group, which comprises 17 companies: Toyota Motor, Toyota Industries, Aichi Steel, JTEKT, Toyota Auto Body, Aisin Seiki, Denso, Toyota Boshoku, Towa Real Estate, Toyota Central R&D Labs, Toyota Motor East Japan, Toyoda Gosei, Hino Motors, Daihatsu Motor, Toyota Home, Toyota Motor Kyushu, and Toyota Tsusho. Toyota Tsusho is the appointed Trade house of Toyota Industrial cooperation in Kenya.

Being Sebastian Quintero first time visit to Kenya, Sebastian's objectives were:

1. Understand the Forklift business in Kenya and its dynamics.
2. Meet and greet the Toyota forklift business staff.
3. Conduct Customer visits in the market.

Toyota Believes in **Kaizen** which refers to Continuous improvement and operates on 5 principles:

Know your Customer, Let it Flow, Go to Gemba, Empower People and Be Transparent. The Toyota CG heads were taken through Kaizen to ensure C&G aligns with the Toyota way of

**"Creating Solutions Together"**.

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### Our Vision

Make customers smile in every street, every town

### Our Mission

To achieve leadership position in all our primary markets - power generation, automotive and engine-related products in East Africa.