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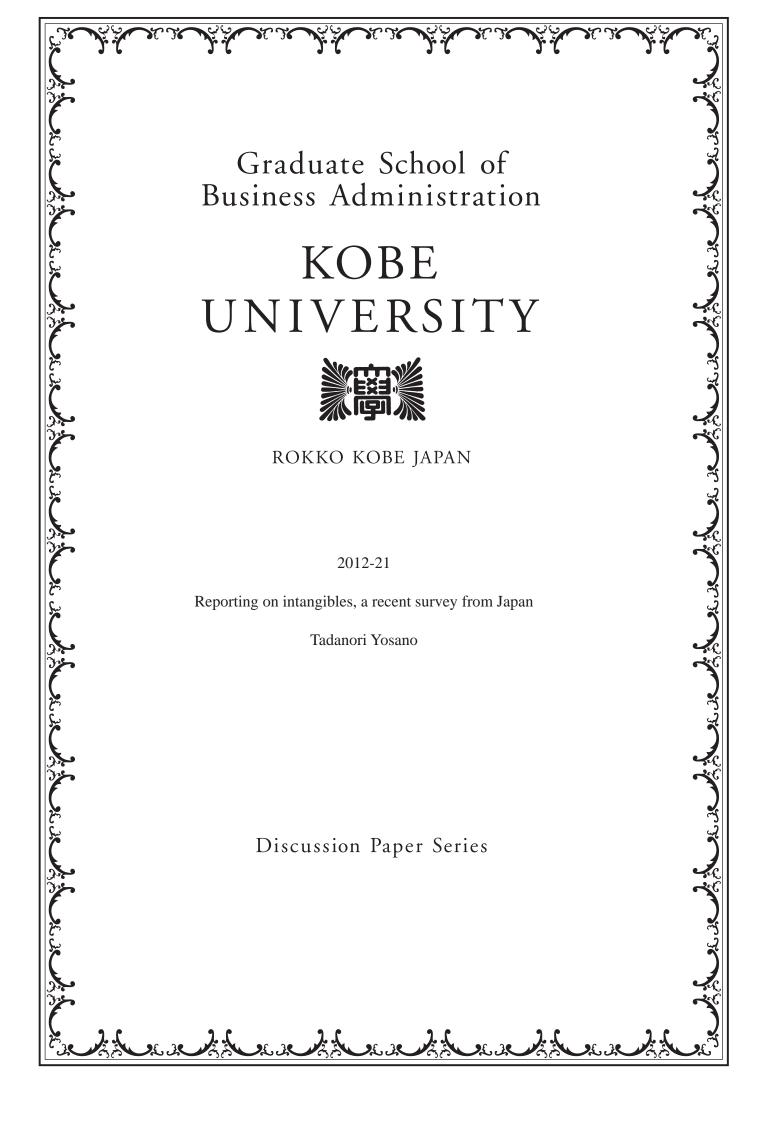
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# Reporting on intangibles, a recent survey from Japan

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#### 1. Introduction

This paper strives to explain why the Japanese Intellectual Asset-based Management (IAbM) report is more inclined for the SME-financial institution relationship with a detailed Japanese historical socioeconomic background. The Japanese Ministry of Economy, Trade and Industry (METI) first focus on the listed company-market actor relationship, however, the overlap between the IC information demand and supply was smaller than expected. This paper explains why there was the mismatch for IC information, and also addresses why non-listed SME IC information for financial institutions has been effective in IC disclosures with the previously shown empirical evidence. This paper also addresses why non-listed SME IC information for financial institutions has created some movement in the IC field by capturing main actors, such as METI, Organization for Small & Medium Enterprises and Regional Innovation, Japan (OSMERI), and other key IAbM supporters.

# 2. What is lacking in Japanese listed companies for non-financial information disclosure?

#### 2.1 The IAbM report and disclosure practice of listed Japanese companies

The Japanese Ministry of Economy, Trade and Industry (METI) published the "Guideline for Disclosure of Intellectual Assets-based Management" in October 2005. The preceding Denmark (DMTI, 2000; DMSTI, 2003; A Guideline for Intellectual Capital Statements) and MERITUM guidelines (MERITUM, 2000; MEasuRing Intangibles To Understand and improve innovation Management) served as frequent references during the deliberation of this new guideline. The guideline's purpose is to be a communication tool between large firms and stakeholders in the securities market with investors as central actors (Figure 1):

"[T]he value of the corporation realized in the market will increase (such as an increase in the aggregate market value), financing of the corporation will become easier; efforts for and investment in the creation and utilization of intellectual assets will increase; corporate value will further increase and intellectual assets based management will be further strengthened; and it leads to the next disclosure (SMIA, 2005, p. 27)."

#### [Insert here about Figure 1]

The IAbM report needs the value creation perspective from a managerialt viewpoint, which is typically represented in a style shown in Table 1. First, the IAbM needs the value creation perspective of how the company has accumulated IC resources in the organization, and how they utilize these resources in accordance with their strategy till now. Secondly, the IAbM needs the strategic view of how companies plan their investments in order to acquire prospective resources that can be used to execute their future business plan. It is an essential and vital task to manage corporate resources, such as tangible and IC, into mobilized vectors along the direction indicated by corporate management strategies (Yosano, 2011, p. 8).

[Insert here about Table 1]

#### 2.2 Mismatch between IC information demander and supplier

The overlapping intellectual capital information between stakeholders need and company supply, shown in Figure 1, has been narrower than ever expected before. The disclosure practices of listed companies have not prevailed yet in 2011 (Table 2). Japanese listed companies currently disclose a lot of non-financial information via multi-media, such as the CSR report, Business Philosophy and Vision, Intellectual Property Report, and Mid-term Business Plan (Figure 2). All of them are voluntary, especially the CSR report, 439listed companies disclosed in 2006. Why have IC report practices not prevailed, or acquired legitimacy (Yosano, 2011) within the Japanese stock market actors? In regards to information suppliers, Sumita (2008) "guess[ed] this is because it is difficult to summarize an IAbM [Intellectual Assets-based Management] report in an existing specific section of a company, whereas IP reports can be handled by the IP section, and CSR reports by the CSR

section. This indicates that an IAbM report describing the total picture of the management requires a corporate manager to grasp the total shape of the organization and establish a clear vision, and also suggests that the IAbM is more easily achieved in SME's, where there is some room for modification in the management system than in big business (ibid., p. 218)." The IAbM report needs the value creation perspective from the managerial viewpoint. We can also guess that the companies, especially large listed ones, disclose a lot through multimedia, and they would feel a slight burden if they are required to disclose an additional IAbM Report.

[Insert here about Table 2]

[Insert here about Figure 2]

When we turn our angles into information demanders that the central corporate disclosure uses, the financial analyst is not greatly interested in the non-financial information. Japanese analysts, on average, have a short-term viewpoint for corporate evaluations, especially for sell-side analysts. METI (2007)'s questionnaire's survey showed that a 64.7% of sell-side analysts have a short-term, almost one year, perspective, when they evaluate a company (Panel A of Table 3). The main reason for their short-term view is 1) they are responsible for a short-term evaluation in their company, and 2) their performance is judged within a short-They also attached great importance to the "Ease of term (Panel B of Table 3). understanding," "Comparability," and the "Linkage to the corporate value" (Panel C of Table 3). These results show that central information users, financial analysts, are inclined to short-term viewpoints and place a great importance on the ease of handling and controlling information from a distance (Robson, 1992). Another questionnaire survey (Sakakibara et al, 2005; Sakakibara et al, 2010), which used 324 Japanese financial analysts in 2005, showed the clear difference between large and SME listed companies. Japanese financial analysts utilize 4 of 15 IC items (corporate strategy, growth opportunity, market share, brand power, and R&D investments) to a high degree (mean score over 4 on the 5 likert scale) when evaluating large listed companies. On the other hand, they utilize only one of 15 IC items to a high degree when evaluating SME listed companies (Table 4). All of the highly utilized 4 items can be gathered from other disclose-media. Their utilization of IC information also inclined to management and management strategy, and management policies items. This

result suggests that difficulties in accessing IC hamper the use of IC. This is why the guidelines of the IAbM were introduced in 2005. However, the IAbM disclosure practice has not prevailed yet. One of the main reasons for this is the difficulty in developing the KPI (Key Performance Indicator). Actually, the IAbM Guideline places a great importance on the disclosure of the KPI (Key Performance Indicator), and they provided details not only for KPI sample categories, but some sample KPI measures, whose representatives are shown in Table 5. However, it may still be very difficult to develop exact KPI measures not just within an individual company. It is much more difficult to have common KPI measures in the same sector that are easy to understand and to compare within the same sector.

[Insert here about Table 3]

[Insert here about Table 4]

[Insert here about Table 5]

# 3. The shift from listed company-investor communications to non-listed SME-financial institution communications

# 3.1 The movement from the Organization for Small & Medium Enterprises and Regional Innovation, Japan

The Japanese government shifted their IC disclosure target from listed company-investor communications to non-listed SME-financial institution communications. The Organization for Small & Medium Enterprises and Regional Innovation, Japan (OSMERI), which is affiliated with METI, set up a "Research group of Intellectual Asset-based Management for SMEs" in January 2006, and deliberated the expansion of IAbM support measures for SMEs, and issued the IAbM manual guideline for SMEs (Intellectual Asset-Based Management Manual for Small and Medium Enterprises; IAbM Manual for SMEs) in March 2007. SMEs have the advantage to establish a clear total picture of the management strategy and the shape of the organization (Sumita, 2008, p. 218) mentioned. However, especially for non-listed SMEs, they often lack long-term strategic management views and a well designed

organizational structure which progress their strategies. Therefore, the main difference of IAbM Manual for SMEs, compared with the IAbM guideline, is it focuses on the SWOT analysis to capture SME strengths and weaknesses and encourages the re-development of their long-term strategic management view considering their strong and weak attributes (Table 6). The second difference is the reduction of the detailed stakeholder communication aspects, such as the number of SRI funds and corporate ranking results. The third difference is that it has four concrete SME examples. These examples include an actual IAbM report for these firms. One of them is Showa Denikithe pilot program company from Japan for the International Integrated Reporting Council started in August 2010, who strives to introduce a new approach to corporate reporting<sup>1</sup>.

### [Insert here about Table 6]

This shift has been successful thus far. A lot of non-listed companies have started disclosing their IAbM report soon after the publication of the IAbM Manual for SMEs. Figure 2 shows 50 companies disclosed a IAbM report until 2007. However, it is very difficult for METI to detect all the practices of non-listed companies. A lot of SMEs have been disclosing a IAbM report with the help of the OSMERI, Small and Medium Enterprise Management Consultants, administrative scriveners, and sometimes local lenders, which this paper will mention in the next section.

Soon after publishing the IAbM Manual for SMEs, the OSMERI initiated the research, focusing on the perception of financial institutions for IC when they lend to the SMEs. Why did they focus on SME lending? One reason is Japanese SMEs still rely heavily on loans from the financial institutions, contrary to large companies in Japan. The SME equity ratio has slightly increased from 25.1% in 2007 to 30.7% in 2009 (JSBRI, 2011, p. 423). However, a long-term loan from financial institutions holds a great amount, 32.2%, of total liabilities (ibid., p. 421). On the other hand, large company equity ratios have greatly increased from 31.9% in 2007 to 30.6% in 2009 (JSBRI, 2011, p. 423). The decrease in loans from financial institutions for large companies has been the long-term tendency in Japan (Table 7).

<sup>1</sup> Their report demonstrates the links between an organization's strategy, governance and financial performance, and the social, environmental, and economic context where it operates.

### [Insert here about Table 7]

In parallel Japanese local lenders were under the action "Program for Strengthening Relationship Banking Function," which was introduced by the Japanese Financial Service Agencies (FSA) in March 2003. This program encouraged regional banks and cooperative financial institutions to move away from transaction lending and move toward relationship lending<sup>2</sup>. "Relationship" in the banking context implies close lender-borrower connections. Therefore, we define "relationship lending" as mutually beneficial banking transactions that occur through the accumulation of non-financial information from closer lender-borrower connections (Yosano and Nakaoka, 2011, p. 5). A lot of IC measures are considered non-financial information, and therefore, introducing the IAbM to SMEs was very appropriate with the FSA's action program.

In February 2008, OSMERI set up a working group to strengthen financing based on SME IC information, and published two types of research reports. One is the "Guideline to Practice the Intellectual Asset-based Management for SMEs." This guideline recommends that the SMEs disclose a two-page spread IAbM report in order to achieve two main purposes. First, was that the company can easily grasp the summary of their IAbM. Second, was that IAbM supporters, such as enterprise management consultants and administrative scriveners, would be able to have a manual. The ultimate goal was to make this IAbM practice more popular amongst SMEs. The Second type of research report established was "Surveys and Research Pertaining to Intellectual Asset-Based Finance." This report involves questionnaire surveys conducted with all Japanese financial institutions, and analyzes in detail their perception of IC information usage and the manner of utilization towards judging a lending decision and supporting SME businesses (Yosano and Koga, 2008).

This report shows that 28% of the financial institutions utilize IC information when they evaluate borrowers in the lending decision. The usage ratio of 28% of non-financial information is less than the usage ratio (35%) for non-financial information in stock investment decisions reported in the survey analysis of institutional investors in the EU and

5). 6

<sup>2</sup> The increase in inter-bank and market driven competition threatens the survival of regional banks and credit unions. After the 1998 deregulation, bank infrastructures were further reduced, and the occurrence of mergers and acquisitions increased. Therefore, in March 2003, the FSA introduced an action program to prevent bankruptcy (Yosano and Nakaoka, 2011a, p.

US (Mavrinac and Siesfeld, 1995, p. 13). Taking into consideration the fact that the reward of financing is constant (interest income) and, therefore, the risk that financial institutions can undertake is limited differring from the volatile reward of investor investment, the use ratio of 28% in a "conservative" credit risk rating is considerably high (ibid., 2008, p. 2). However, similar with Japanese financial analysts, their utilization of IC information is inclined towards management, management strategy, and management policies (Table 8). They usually do not use a lot of accumulated IC resources and the IC creation process till now and into the future. IC resources and the IC creation process are the core components that realize the company's management and strategy. However, lenders also think that it is very difficult to access IC information. If we analyze the same questionnaire sample in detail, we found that the lenders who utilize IC information in regards to management and business significantly, record the higher profitability than lenders who do not. We also found that the lenders, who utilize IC information in regards to network information, such as customers and suppliers, also record a higher profitability than lenders who do not. We also confirmed that utilization of network information is more effective when they are in a highly competitive region (Yosano and Nakaoka, 2011b, p. 34).

[Insert here about Table 8]

# 3.2 Current action from the OSMERI and other related SMEs-local lender relationships

Section 3.1 shows some evidence that supports the movement from SMEs-local lender relationships in regards to the IAbM. The IAbM disclosure practice for SMEs is effective for communicating with lenders, and this OSMERI involvement is on-going. The OSMERI is currently in the final stage of the IAbM Manual for SME revisions. The upcoming version will provide six different manuals in accordance with the purposes of IAbM disclosure: 1. Venture. 2. Relationship banking. 3. Business succession. 4. Intellectual property. 5. Marketing. 6. Human resource development and recruiting (Table 8). Relationship lending is still the key purpose for IAbM disclosure and the main characteristic in the revision is that it places a great amount of importance on the relationship between IC measures and the financial result. IAbM disclosure makes it difficult for companies to transmit IC resources and information about the IC creation process to stakeholders. Hence, the challenge for this revision was to allow readers to understand current financial results more clearly by requiring

the company to disclose the relationship between how current IC resources have been accumulated and how they have been created. In addition, the revision requires the company to disclose the relationship between how it will create new IC resources and their plan to process this creation in the future and the future financial results. (Figure 3) It would also be very beneficial for readers to understand more clearly whether the company transfers in informationwith a value creation viewpoint. If the revised version is successful, then it might lead to a reliability enhancement and comparability of IC measures.

[Insert here about Table 9]

[Insert here about Figure 3]

Another prominent action was from the Hyogo Industry Enhancement Center and their local lender membership. Tanyou credit bank has initiated the use of the IAbM to support SME businesses since 2008in conjunction with the Hyogo Industry Enhancement Center. Tanyou credit bank has supported SMEs to disclose the IAbM report: 9 SMEs in 2009, 11 in 2010, and 22 in September 2011 (Japan Small business research institute, Osaka branch, 2012, p. 43). The Japan Small Business Research Institute (JSBRI), Osaka branch (2012) also introduced four cases where the Tanyou credit bank supported creating an IAbM report and some of them have been financed because the IAbM reduced the IC information barrier (Ulf and Holland, 2003). Tanyou credit bank can have future confidence with business prospects that jointly produce the IAbM. JSBRI, Osaka branch, also introduced another membership lender case, such as the Tajima credit bank, Hyogo West credit bank, and Amagasaki credit bank, which started supporting the IAbM since 2009.

### 4. Concluding remarks

This paper strives to explain why the Japanese IAbM report practices are more inclined towards SMEs, and financial institutions are one of the most important stakeholders with a detailed historical socio-economic background. For the information supply side, it is very difficult for large firms to grasp their long-term value creation viewpoint, and disclosing a lot of information through multimedia becomes a slight burden for them. The demand side

market actors also have a short-term evaluation viewpoint and face difficulties in accessing IC information. On the other hand, it is much easier for SMEs to establish a clear total picture of the management strategy and the shape of the organization if they discuss and map the strengths and weaknesses in their organizations. Additionally, one of the important stakeholders, financial institutions, place a certain amount of importance on IC measures to make their loan decisions. The lenders who pay attention to networks, such as customers, suppliers, management, and business, actually gain a higher profit on average.

Since the 2000s, the explanation power of financial information has become weaker (Kagaya, 2012; IIRC, 2011), and the earnings volatility has dramatically become broader (Yosano, 2012, forthcoming). Therefore, the surrounding risk circumstances of companies has expanded greatly. It is very clear that the adequate evaluation of default risk and growth opportunities requires other information than financial measures. IC measures are still very prominent candidates. In Japan, the main target companies for IAbM practices are SMEs. Communication has been on-going in these non-listed SME-financial institutions, and there's hope that large listed companies will conquer the two main obstacles in the near future. First, is to grasp the long-term management viewpoints and allocate their IC resources in the proper strategic business plan. Second, is to establish adequate KPIs for stakeholders to understand and compare with the competitors in the same section. These actions would enhance the spread of IAbM disclose practices and re-inject the engine of the Japanese economy.

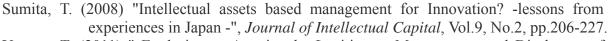
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Table 1 Typical style of intellectual assets based management repot by "Guidelines for Disclosure of Intellectual Assets Based Management"

### [Main body]

(General) Basic management philosophy
Outline of business characteristics

(From Past to Present)

- A: Management policy in the past
- B: Investment (based on A) (performance figures included)
- C: Unique intellectual assets accumulated in the company, strengths based on them, and value creation method (based on A and B) (supporting intellectual assets indicators included)
- D: Actual performance in the past, such as profits (as a result of value creation C) (figures included)

(From Present to Future)

- E: (Based on C and the assessment of the past to the present)Intellectual assets that rooted in the company and will be effective in the future, and future value creation method based on them (supporting intellectual assets indicators included)
- F: Identification of future uncertainty/risk, how to deal with them, and the future management policy including those elements
- G: New/Additional investment for maintenance and development of intellectual assets needed(in line with the management policy F) (figures included)
- H: Expected future profits. etc. (based on E to G) (numerical targets included)

[Attachment]

Other intellectual assets indicators (optional)

Source: Guideline for Disclosure of Intellectual Assets-based Management, 2008, pp.4.

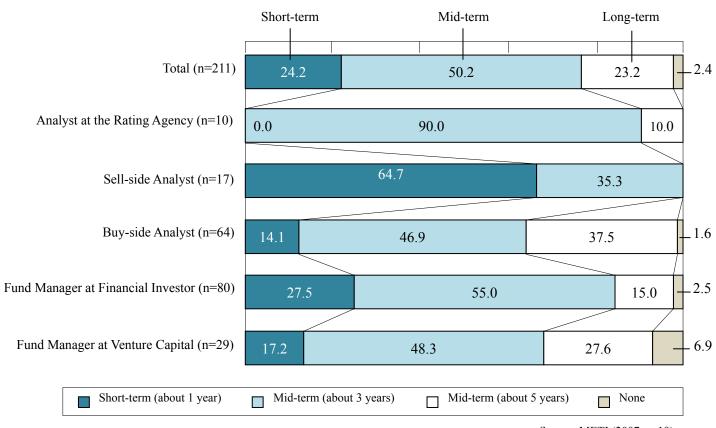
Table 2 Japanese Intellectual Capital Report Disclosure Practices

	-	Listed Cor	npanies			Non-listed c	ompanies	
year	Intellectual Capital Report	Intellectual Property Report	Part of Annual Report	Other Media	Intellectual Capital Report	Intellectual Property Report	Part of Annual Report	Other Media
2004		11	18					
2005	1	16	27		2	2	2	2
2006	2	16	33		8	4	2	2 1
2007	1		2		14			2
2008	6		1		26			
2009					4			

Source: METI, http://www.meti.go.jp/policy/intellectual\_assets/jirei.html

## Table 3 Questionnaire analysis of the Japanese Financial Analysts

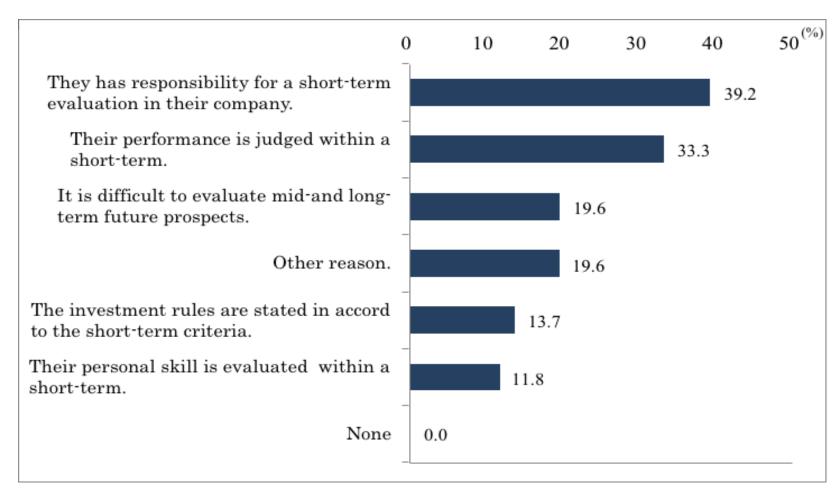
Panel A The timeframe of corporate evaluation according to analyst typologies



Source: METI (2007, p. 19).

### Table 3 Questionnaire analysis for the Japanese Financial Analysts (Cont.)

Panel B Why do financial analysts evaluate a company for the short-term? (Multiple responses)



Source: METI (2007, p. 20).

### Table 3 Questionnaire analysis for the Japanese Financial Analysts (Cont.)

Panel C Desirable IR attributes for the disclosure of Intellectual Assets-based Management by each type of analysts

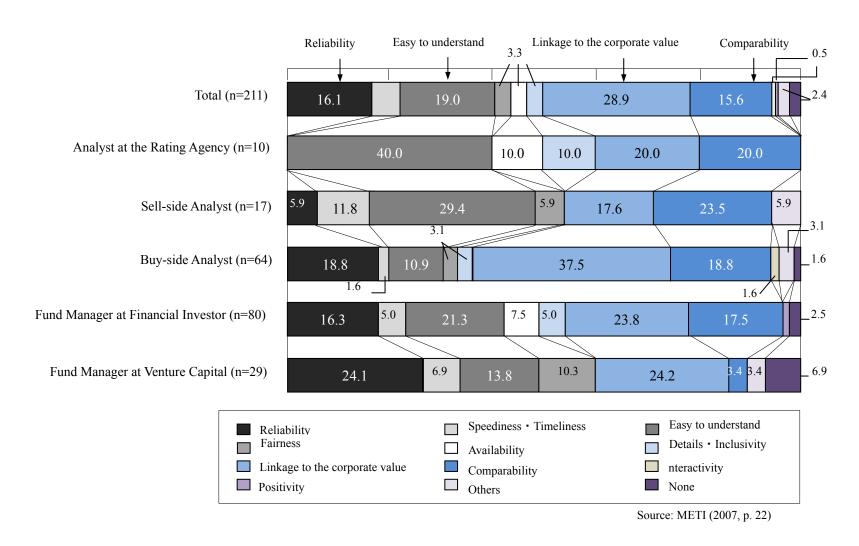


Table 4 Financial Analy Survey: Degree of use for corporate evaluation

Japanese Large listed companies

Category

Mean

2.91

2.89

2.85

Standard deviation

0.941

1.066

0.953

<u> </u>			
Corporate strategy	SC	4.44	0.804
Growth opportunities	RC	4.32	0.782
Market share	RC	4.22	0.803
Brand power	RC	4.11	0.832
R&D investments	SC	4.11	0.801
Top management quality	НС	3.97	0.811
Business alliances	RC	3.81	0.799
Customer satisfaction	RC	3.77	0.904
Top executive succession policy	SC	3.34	0.945
Employee training	НС	3.23	0.885
Corporate governance structure	SC	3.08	1.013
Employee participation	НС	3.04	1.010

НС

SC

HC

Japanese SME listed companies

Intellectual capital measures	Category	Mean	Standard deviation
Top management quality	НС	4.66	0.771
Corporate strategy	SC	4.61	0.799
Growth opportunities	RC	4.47	0.894
R&D investments	SC	4.10	0.828
Market share	RC	4.00	0.997
Business alliances	RC	3.95	0.882
Brand power	RC	3.86	0.912
Top executive succession policy	SC	3.86	1.036
Customer satisfaction	RC	3.82	0.933
Employee training	НС	3.49	0.999
Employee participation	НС	3.42	1.118
Personnel turnover	НС	3.35	1.085
Employee satisfaction	НС	3.20	1.064
Corporate governance structure	SC	2.95	1.013
Quality assurance systems	SC	2.90	1.091

Source: Sakakibara et al. (2005, p.8)

Personnel turnover

Quality assurance systems

Employee satisfaction

Intellectual capital measures

Table 5 Intellectual Assets Categories and indicators according to the IAbM guidelines

Intellectual Assets Categories	Examples of KPI (Key Performance Indicator)s		
	Degree of internal penetration of management principles		
Management stance/leadership	External transmission of information by top manager (external PR activities)		
	Development of future leaders (average age of subsidiary presidents)		
	Competitiveness of major business (sales, profit, profit rate)		
	— Proportion of major business to the entire sales (sales)		
	<ul> <li>Proportion of major business to the operating profit</li> </ul>		
	<ul> <li>Operating profit margin of major business</li> </ul>		
Selection and concentration	Weighted average of the numbers of companies providing the same products/services		
	Review performance of unprofitable department		
	Degree of R&D concentration		
	Differentiation of market		
	Employee assessment		
	Weighted average of market share of main products/services in the main business		
	Degree of customer satisfaction		
	Changes in customer unit price		
	New customer sales ratio (in B to B business) or growth rate of new customers or members (in B to C business), compared to those in the previous year		
External negotiating power/relationships	Price elasticity value of product sales as compared to changes in the cost of goods purchased (price pass-through capability)		
	Price elasticity value of the goods purchased as compared to changes in material market conditions (negotiation power)		
	Financing capacity		
	R&D expenditure (or ability development costs) vs. sales		
	Outsourced R&D cost ratio		
Knowledge creation/innovation/speed	Number of intellectual property owned economically meaningful term		
g.	Employees' average age and increase/decrease from the previous year		
	New products rate		
	In-house improvement proposal for quality control system, number of proposals and improvements achieved		
	Number oflateral projects		
Teamwork/organizational knowledge	Degree of employees' satisfaction		
	Incentive system (including yearly contract system)		
	Job leaving ratio		
	Compliance system		
	Number of public announcements regarding risk Information and speed of public announcement of problems		
	Diversification of risks		
Risk management/governance			
	Risk of being an acquisition target		
	Compensation claims in pending lawsuits		
	Risk of information leakage (number of trade secrets and ratio of core employees who deak with them)		
	Amount of environment-related investment		
Coexistence in society	Number of SRI funds which adopted the corporation		
	Corporate-image survey and ranking results		

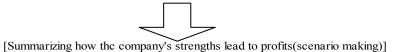
Source: Guideline for Disclosure of Intellectual Assets-based Management, 2008, pp. 14-16.

Table 6 The standard procedure of intellectual asset-based management is as follows (See Chapter 4 for details):

≪Procedure of intellectual assets-based management≫

[Recognizing own company's strengths (stocktake of intellectual assets)]

Firstly, write out the strengths of your owll company.SWOT analysis may be ettetive in this process. This is a stocktake of the sources of your company's strengths and other elements that are important for the  $\times$ SWOT analysis: Analysis method that examines a company's strengths, Weaknesses, opportunities and threats to make ancompan) with the aim of summarizing own intellecttal assets and stengths. overall assessment. (See Chapter 4 for details)



Examine past achievements to document the management policy on how the company's strengths have generated and will generate profits. In the process, associate fiscal figures with intellectual assets and other non- fiscal elements.



[Clarifying the management policy and identifying management indicators(visualization technique)]

In order to achieve the above management policy, identitfy management indicators that serve as intenal guide for the core part of the policy.



[Compiling a report (visualization technique)]

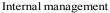


nplementing intellecutal atset—based managemen

Draw up an Intellectual Asset-Based
Management Report. Of the above
management indicators, present those that can
be disclised in the context of the management
policies, so that it form part of information with
a higt level of ptofit achievability. This visualizes
the company's latent potentisl, enhances
common mentality between managementand
employees, and generates strong commitment.



Enforcing the above management policies and management indicators within thecompany. It is also important to measure management indicators and conduct regular checks / improvement actions (PDCA management cycle) to enhance business performance.





[Disclosure to stakeholders: Utilizing and collaborating with external resources]

Present the Intellectual Asset-Based Management Report, together with financial statements, to employees, job applicants (human resources), business associates, financial institutions, local communities and investors. Provide a highly credible report so that they can correctly assess the company's future potential. this is expected to generate sffects such as expanding business associates.

Source: Intellectual Asset-Based Management Manual, OSMERI, 2007, p.12.

Table 7 Dependent to loans from financial institutions for Japanese large companies

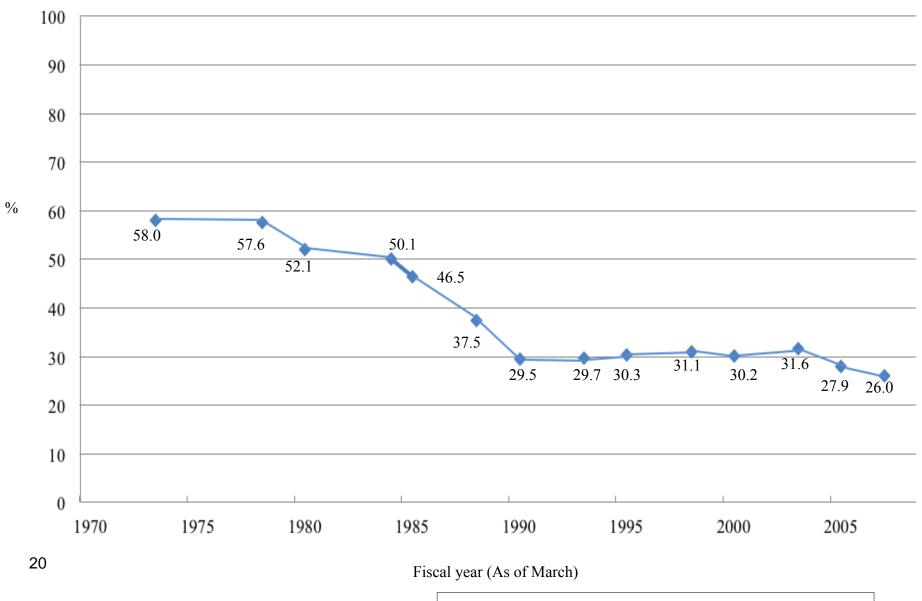


Table 8 Results of what degree lenders taking into consideration when in financing decisions

SMRJ Categories	non-financial items	evaluation level*
		average
	personal assets of management	3.99
	successor's presence	3.95
	capability of management	3.93
	character of management	3.78
	health condition of top management	3.61
	leadership	3.49
manager	age of top management	3.47
	career of management	3.41
	concentrative level of the business	3.37
	the ability of make a pala /idea	3.36
	career in the sector	3.35
	networks of management	3.25
	publicity activities	3.08
internal/external business	business climate/sensitivity	3.80
environment	status of competitors	3.73
	market share / position of the sector	3.53
	history and track record of business	3.85
	superiority of technologies	3.85
business contents	superiority of the main business	3.84
	superiority of products/services	3.81
	superiority and brand of products/services	3.68
	intellectual property (rights)	3.44
	financing affordable	4.01
	financing from another main financial institutions	3.96
	presence of main financial institution	3.86
	customersand their status	3.63
customers / suppliers	suppliers and their status	3.42
	relationship with customers	3.41
	customer satisfaction	3.32
	relationship with suppliers	3.30
	sales promotion/advertising campaign activities	3.12
	holders of qualifications/technologies	3.24
	know-how	3.23
employees	the number of empliyees	3.13
employees	turnover ratio	3.04
	average age of employees (year to year)	2.95
	incentive system	2.77
	business schedules	3.95
	affiliates	3.88
	support system of parent company	3.66
	management philosophy	3.45
	business model	3.43
	corporate brand	3.32
bosis of organization	In-house mechanism	3.28
basic of organization	status of research and development	3.26
	smoothness of management-labor relations	3.09
	situations of introduction of the IT system	3.06
	enhancement level of corporate education	303
	the number of branches	2.99
	in-house improvement proposal system/the number of improvement executions	2.87
	personal evaluation system	2.81
• •	compliance system	3.64
risk management /	legal risk management	3.60
governance	risk management of information leakage	3.34

<sup>\*</sup> Evaluation level is mesured by using five likert scales.

## Table 9 Utilization and Implementation of Report

How to state the report for their own benefit

The information that should be disclosed is different from the purpose of the statement on Enhanced Value Reporting. Put the company's idea in shape in accordance with their purpose statement and target readers.

Target Reader	Purpose	Sample of the guidance	
	Company Information Session	•••••	
Customers and Sumpliers	Business Explanation about the New Product and Service	•••••	
Customers and Suppliers	Collaboration with Suppliers and Partners	•••••	
	Financial Results	refer to the theme: Intellectual Property	
	Financial Report	refer to the theme : Relationship Banking	
Financial Institutions	Technologies and Business Model	•••••	
Financial Institutions	New Business	•••••	
	Business Succession	refer to the theme : Business Succession	
Recruitment	Informally Promised Employment for New Graduates and Mid-Career Recruiting	refer to the theme : Human Resource Development	
	Business Succession	refer to the theme : Business Succession	
	Business Operation Improvement	•••••	
Employee	New Employee Training	refer to the theme : Human Resource Development	
		refer to the theme : Marketing	
		refer to the theme : Venture	

Source: The rivised "Intellectual Asset-Based Management Manual for Small and Medium Enterprises," Forthcoming, 2012.

Figure 1 Stakeholders whose Central Actors are Investors

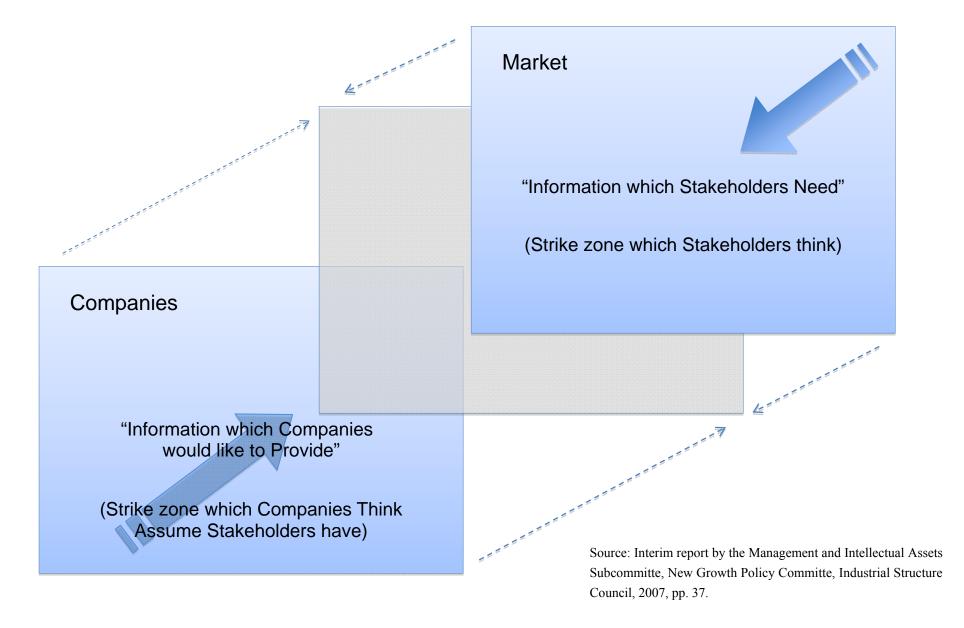


Figure 2 Current Mandatory, Timely, and Voluntary Disclosure Practices of Japanese Listed Companies

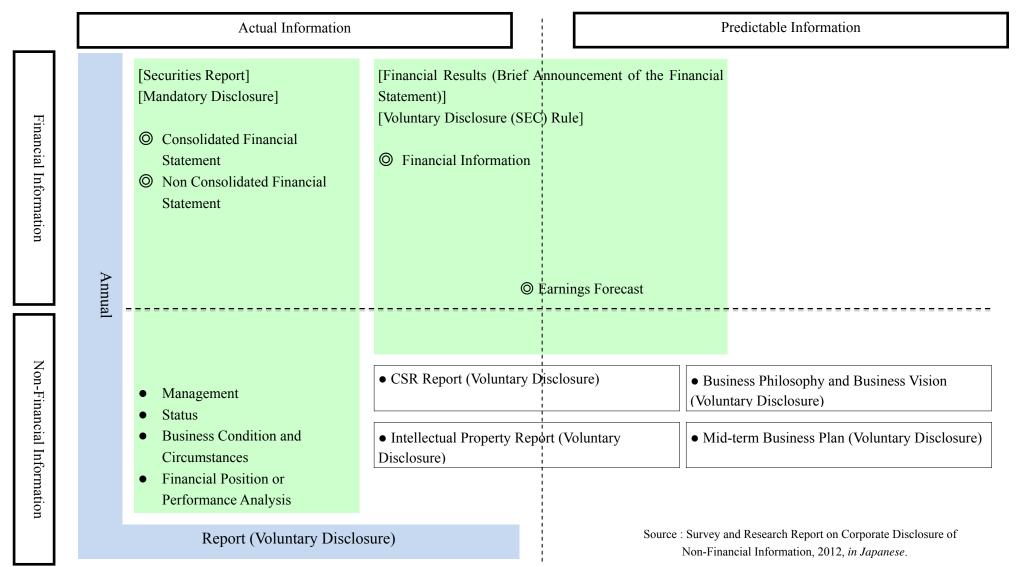


Figure 3

