Solving social issues through business activities

Ever since its establishment, JR East Group has been striving to rehabilitate and revitalize its railway services. As a result, the number of railway accidents has halved and the railway network including Shinkansen lines has expanded. While striving to enhance the service quality, we have continued to expand our businesses to include lifestyle, IT and Suica services. This expansion has been made possible by the support from our customers, people in communities and all the people associated with JR East Group, and we now feel that we have acquired solid capabilities.

Due to the drastic changes in our business environment such as the declining population and the practical application of autonomous driving, we can no longer continue to address these changes without adopting new ways of thinking and taking action. Under the JR East Management Vision “Move Up” 2027, to stay ahead of these changes we will boldly implement new growth strategies by shifting from services focused on railways to services focused more on people.

Unshakable trust and affluent lives created through JR East Group Management Vision “Move Up” 2027

We will continue to focus on safety as our top management priority while pursuing ultimate safety levels, based on the Group Safety Plan 2023. Through these efforts, we will further strengthen the trust that our customers and people in communities have in us, which is the foundation of JR East Group’s business.

Our strength lies in a multi-layered “real” network that supports social infrastructures, which are places where people interact. We are committed to helping our customers and people in communities to realize affluent lives, by further strengthening our collaborations with outside sources.

For instance, we are working on technological innovations utilizing the latest ICT. We have started trials of our test vehicle for the next-generation Shinkansen (ALFA-X). The four development concepts for the ALFA-X are “Pursuing Further Safety and Stability,” “Improving Ride Quality,” “Improving Environmental Performance,” and “Innovating Maintenance”. Additionally, by frequently acquiring status data on rolling stock and facilities, we are promoting the introduction of CBM (condition-based maintenance). This will enable us to predict degradation and detect signs of failure so that we can conduct maintenance at the optimal time.

Furthermore, in spring 2020, Takahama Gateway Station will open. Focusing on this station as a core, we can conduct maintenance at the optimal time. Based on the status data on rolling stock and facilities, we are promoting the introduction of CBM (condition-based maintenance). This will enable us to predict degradation and detect signs of failure so that we can conduct maintenance at the optimal time.

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