Initiatives to Leverage Generative AI

Making Generative AI a Foundation for the Way We Work

Recognizing that the quality and safety of medical equipment are directly linked to patients' lives, Nihon Kohden is actively promoting the use of generative AI under responsible governance while also addressing the risks of not adopting this technology. Under the Three-year Business Plan, BEACON 2030 Phase II, we are advancing corporate DX and Digital Health Solutions (DHS), and the effective use of generative AI is a key enabler of these transformations.

The generative AI development promotion department, which was established in April 2024 with just seven members, developed and began operating 12 proprietary generative AI tools in FY2025 to advance and improve the efficiency of internal operations. Specifically, by developing in-house generative AI translation tools and improving business workflows in the translation of technical documents for licensing applications in each country, we significantly reduced annual outsourcing costs. In addition, we addressed one of the key issues faced by medical equipment manufacturers in ensuring compliance with international standards such as ISO and JIS. By combining generative AI-based translation with document analysis in a proprietary AI tool, we reduced the time required to prepare data for gap analyses of revised standards, which had previously required highly specialized expertise, from approximately one month to as little as three minutes. Going forward, we will continue to shorten Time to Market, the period from product planning to product launch.

In FY2025, 87% of employees holding generative AI licenses used the technology in their daily work, with total annual usage reaching approximately 44 million interactions. This high adoption rate and growth in usage were achieved through company-wide knowledge sharing and the establishment of standardized practices, representing an advanced example of enterprise-wide implementation of generative AI.

Key Applications of Generative AI:

- Internal Chatbot (KohdenGPT)
- Product Q&A Chatbot for customer support
- AI Tool for verifying product interoperability
- Risk management table creation support tool
- Sales negotiation training Apps
- Sales activity report analysis tool
- Generative AI development support tool
- Generative AI utilization dashboard

Results in FY2025

Metrics	Performance
Utilization rate among employees holding generative AI licenses	87% (47% in FY2024)
Annual usage	Apx. 44 million interactions
Time saved	Apx. 1,990k hours (253% of the initial target of 787k hours)

Initiatives	Results
Improving efficiency and reducing costs in the translation of technical documentation for country-specific regulatory submissions	• Workload: reduced from approx. 7,300 hours/month to approx. 3,700 hours/month • Shortened the time required to launch new products in overseas markets
Enhancing and accelerating gap analysis for revisions to international standards such as ISO and JIS	• Time required to prepare data for gap analyses: reduced from approx. one month to approx. three minutes • Shortening of Time to Market (the period from product planning to product launch)

Initiatives to Leverage Generative AI

Responsible Use of Generative AI and Human Resource Development

To facilitate the deployment of generative AI across the Nihon Kohden Group, we established the Guideline for Generative AI Utilization in February 2025. Based on three pillars: clarifying standards for handling confidential information, systematizing approved generative AI tools, and establishing a management framework in collaboration with the ICT Committee, we are creating an environment that encourages the safe and effective use of generative AI rather than restricting it.
For human resource development, we have established a three-tiered education program, ranging from basic training for all executives and employees to advanced ethics and strategy training for managers. In addition, to embed the use of generative AI in daily operations, we held 26 Generative AI Cafés in FY2025, where employees voluntarily shared best practices. We also provided 373 individualized support sessions throughout the year, continuously supporting practical, job-specific use of generative AI. As a result of these initiatives, the utilization rate among employees holding generative AI licenses increased significantly from 47% in the previous fiscal year to 87%.

● Proprietary Applications Developed In-house



Product Q&A Chatbot



Rapi, a shortcut key-driven generative AI tool



Voice Input App for Sales Reports



Product Interoperability Verification App



Sales Negotiation Skills Training App



Generative AI Utilization Dashboard

Initiatives for FY2026

In FY2026, Nihon Kohden will leverage the results of operational efficiency improvements achieved through the use of generative AI to drive the creation of corporate value.

- **Cost structure reform**
  Promote reductions in outsourcing expenses and software-related costs
- **Acceleration of product development**
  Shorten Time to Market through company-wide use of generative AI development tools
- **Challenges in medical generative AI**
  Develop new solutions that support clinical decision-making by leveraging internal expertise and governance frameworks, and deploy technical support tools for overseas subsidiaries

Nihon Kohden positions generative AI as a strategic foundation for realizing its Long-term Vision: Create a better future for people and healthcare by solving global medical issues. Going forward, we will continue our efforts to ensure that each employee can effectively harness generative AI and deliver new value to the future of healthcare.

● Generative AI Café



