

## **Ricoh ranks in Training Top 125 recognizing its commitment to employee development and enhanced customer experiences**

*Honor highlights Ricoh's dedication to providing the people, processes and technologies that help customers work smarter*

**MALVERN, Pa., January 22, 2018** – Today, [Ricoh USA, Inc.](http://www.ricoh-usa.com) announced its inclusion in *Training* magazine's annual Training Top 125, which ranks companies' excellence in employer-sponsored training and development programs. Throughout Ricoh's transformation to a services company that empowers digital workplaces, employee training was identified early on as crucial to establishing new and building on existing competencies and culture.

"The unique and pivotal role our training organization continues to play in driving the Ricoh transformation sets us apart," said Donna Venable, Executive Vice President, Human Resources and Deputy General Manager, Shared Services, Ricoh Americas. "In order to build a customer-first culture composed of deeply skilled experts ready to help customers meet any challenge, you have to commit to teaching people both what that is and how to make it a reality. Ricoh has made that commitment, and the results are evident. Employee feedback is resoundingly positive. Business is improving. And our training efforts are being recognized as some of the best around."

Now in its 18th year, the Training Top 125 ranking is based on a variety of benchmarking statistics, such as total training budget; percentage of payroll; number of training hours per employee program; goals, evaluation, measurement, and workplace surveys; hours of training per employee annually; and detailed formal programs. The ranking is determined by assessing a range of qualitative and quantitative factors, including financial investment in employee development, the scope of development programs, and how closely such development efforts are linked to business goals and objectives.

Ricoh has established itself as a focused leader on each of these fronts, thanks to a wide array of training programs designed to help employees enhance their careers, their relationships with customers and the Ricoh brand. Programs include cross-training field support representatives to better solve the unpredictable issues Ricoh's customers may experience, robust new-hire training and customized on-demand training based on employees' strengths, weaknesses and

career paths, as uncovered by personal assessments and dialogue with employees. Surveys have demonstrated how effective and engaging these programs are. In one study, 92 percent of customer respondents reported they were satisfied with the statement “I can depend on Ricoh.” Meanwhile, 91 percent of employees agreed they would be able to immediately apply what they learned during new-hire training while out on the job. Part of this success can likely be attributed to Ricoh’s commitment to enabling individuals to work smarter, in this particular case, via its “train the trainer” program, which helps in-house instructors understand the concepts they teach and how best to teach them. “Train-the-trainer” instruction matriculation rate was 100 percent in FY16, and Ricoh has seen revenue gains of nearly 30 percent in the service areas where this type of instruction is used.

“Ricoh, like all the 2018 Training Top 125 winners, is a game changer,” said Lorri Freifeld, Editor-in-Chief, *Training* magazine. “They are constantly looking for innovative ways to effectively deliver and measure employee training, and they are rewarded with an engaged, passionate workforce and organizational success. Congratulations to Ricoh for its unwavering commitment to learning and employee growth.”

To learn more about Ricoh's dedication to employee development and enhanced customer experiences, visit its [Work For Us Facebook](#) page.

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### | About Ricoh |

Ricoh is empowering digital workplaces using innovative technologies and services enabling individuals to work smarter. For more than 80 years, Ricoh has been driving innovation and is a leading provider of document management solutions, IT services, commercial and industrial printing, digital cameras, and industrial systems.

Headquartered in Tokyo, Ricoh Group operates in approximately 200 countries and regions. In the financial year ended March 2017, Ricoh Group had worldwide sales of 2,028 billion yen (approx. 18.2 billion USD).

For further information, please visit <http://www.ricoh.com>

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