FIG.1

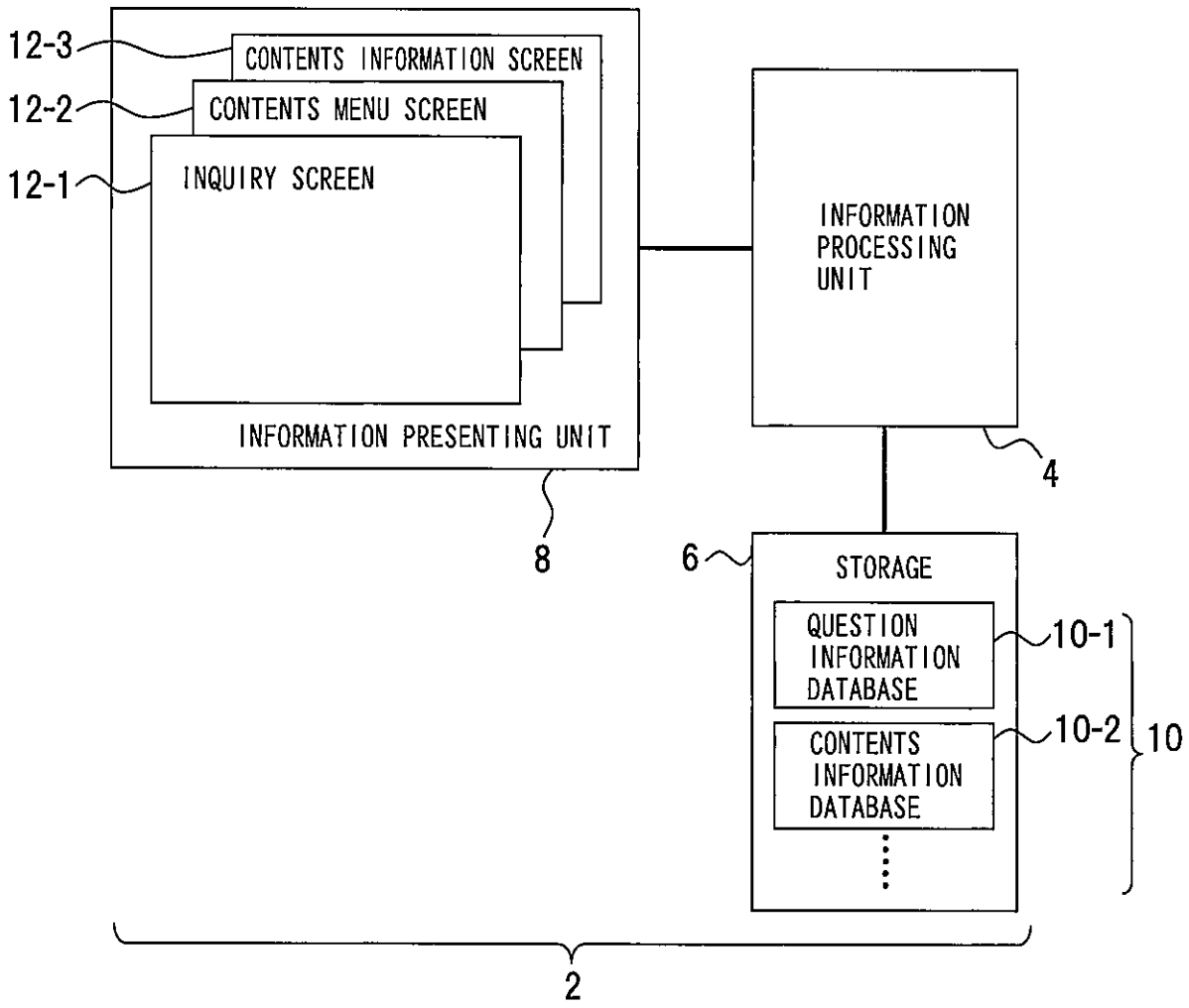
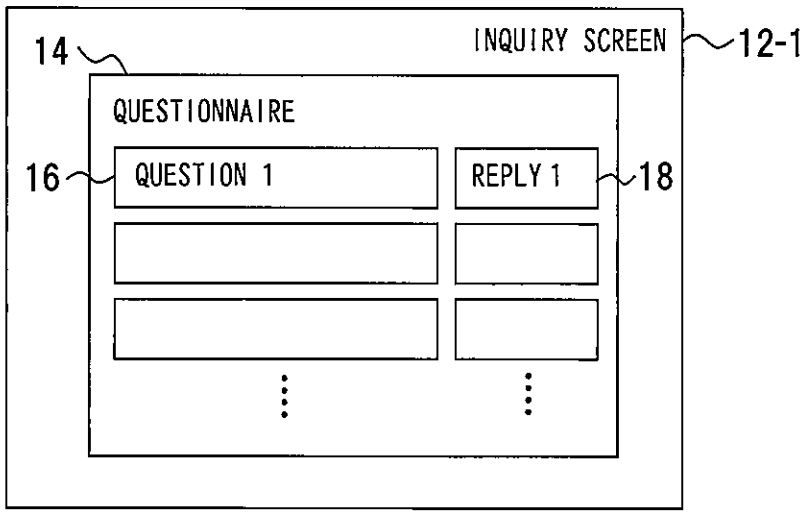
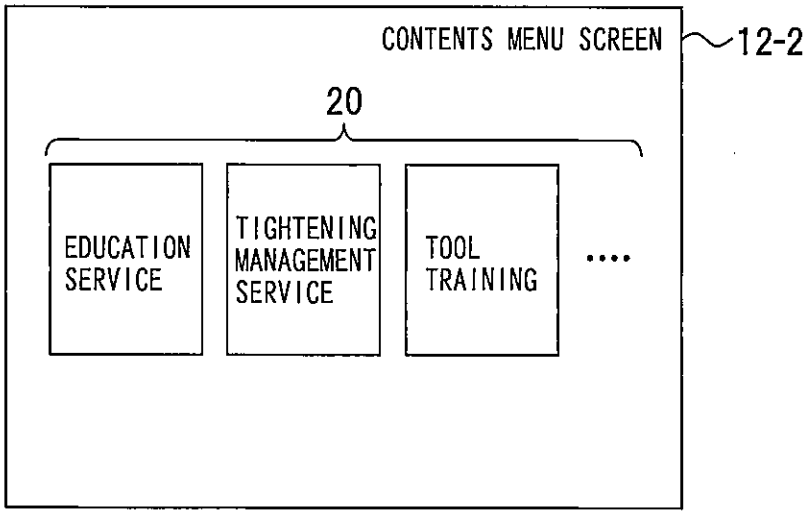

12-3
CONTENTS INFORMATION SCREEN
12-2
CONTENTS MENU SCREEN
12-1
INQUIRY SCREEN
INFORMATION PRESENTING UNIT
8
INFORMATION PROCESSING UNIT
4
6
STORAGE
QUESTION INFORMATION DATABASE
10-1
CONTENTS INFORMATION DATABASE
10-2
10
2

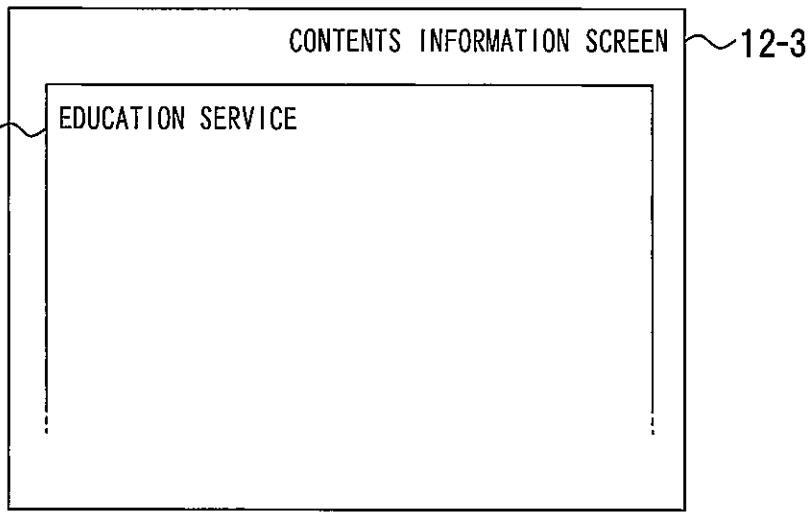
FIG.2



A
[INQUIRY SCREEN]



B
[CONTENTS MENU SCREEN]



C
[CONTENTS INFORMATION SCREEN]

FIG.3

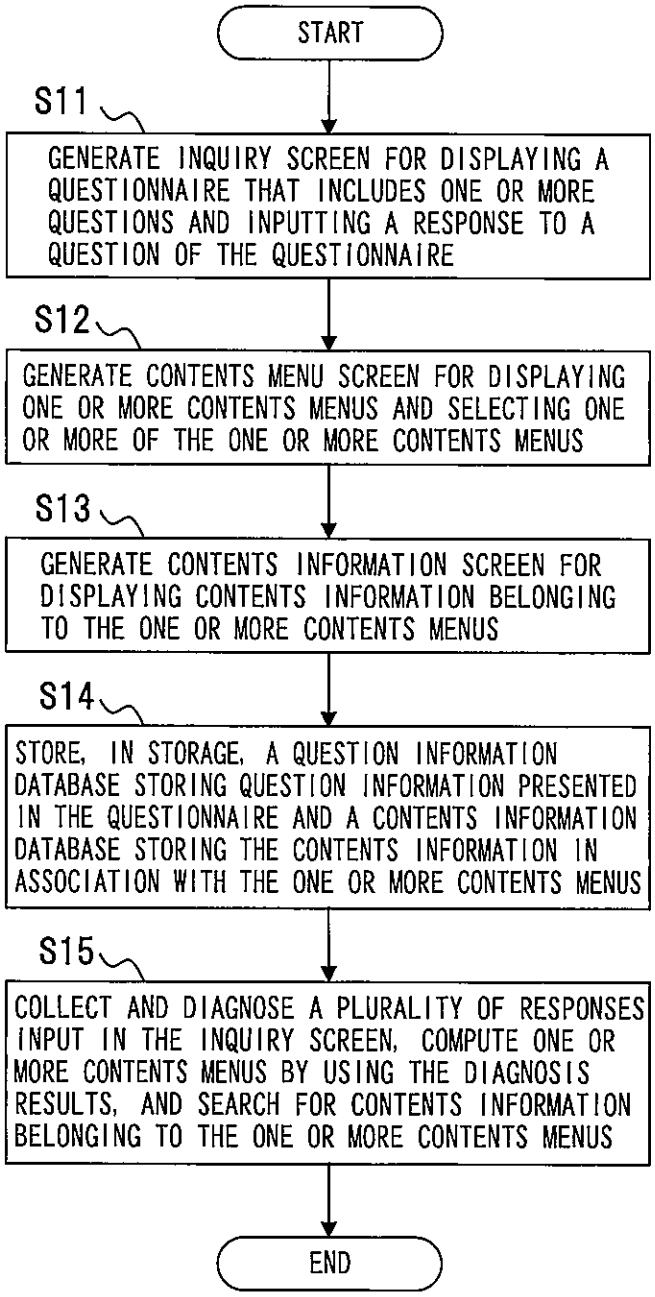
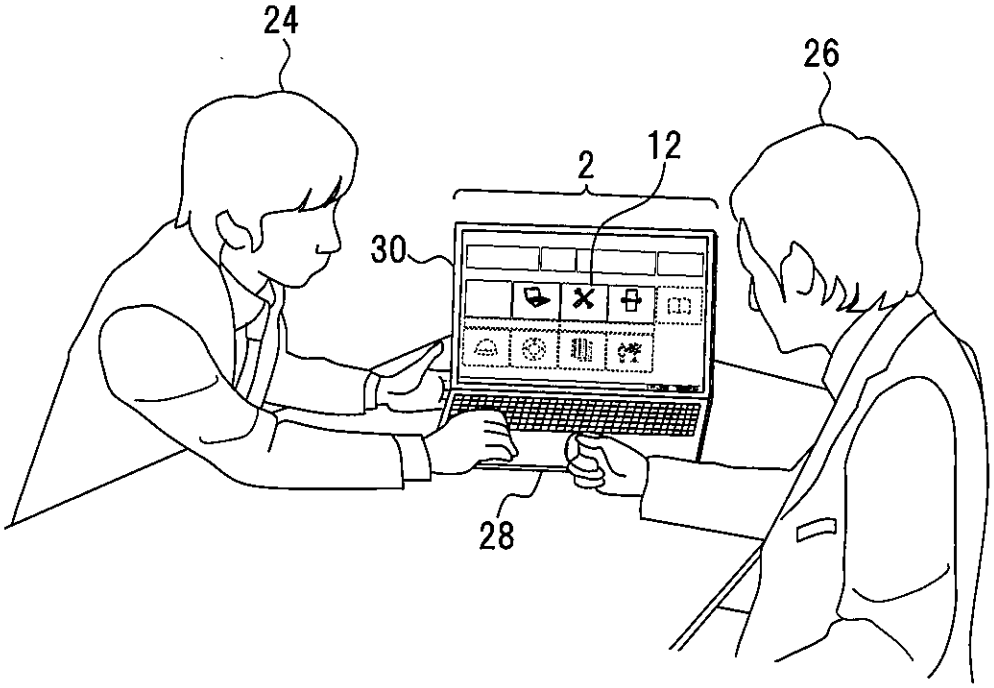

START
S11
GENERATE INQUIRY SCREEN FOR DISPLAYING A QUESTIONNAIRE THAT INCLUDES ONE OR MORE QUESTIONS AND INPUTTING A RESPONSE TO A QUESTION OF THE QUESTIONNAIRE
S12
GENERATE CONTENTS MENU SCREEN FOR DISPLAYING ONE OR MORE CONTENTS MENUS AND SELECTING ONE OR MORE OF THE ONE OR MORE CONTENTS MENUS
S13
GENERATE CONTENTS INFORMATION SCREEN FOR DISPLAYING CONTENTS INFORMATION BELONGING TO THE ONE OR MORE CONTENTS MENUS
S14
STORE, IN STORAGE, A QUESTION INFORMATION DATABASE STORING QUESTION INFORMATION PRESENTED IN THE QUESTIONNAIRE AND A CONTENTS INFORMATION DATABASE STORING THE CONTENTS INFORMATION IN ASSOCIATION WITH THE ONE OR MORE CONTENTS MENUS
S15
COLLECT AND DIAGNOSE A PLURALITY OF RESPONSES INPUT IN THE INQUIRY SCREEN, COMPUTE ONE OR MORE CONTENTS MENUS BY USING THE DIAGNOSIS RESULTS, AND SEARCH FOR CONTENTS INFORMATION BELONGING TO THE ONE OR MORE CONTENTS MENUS
END

FIG.4

A


24
26
2
12
30
28

B

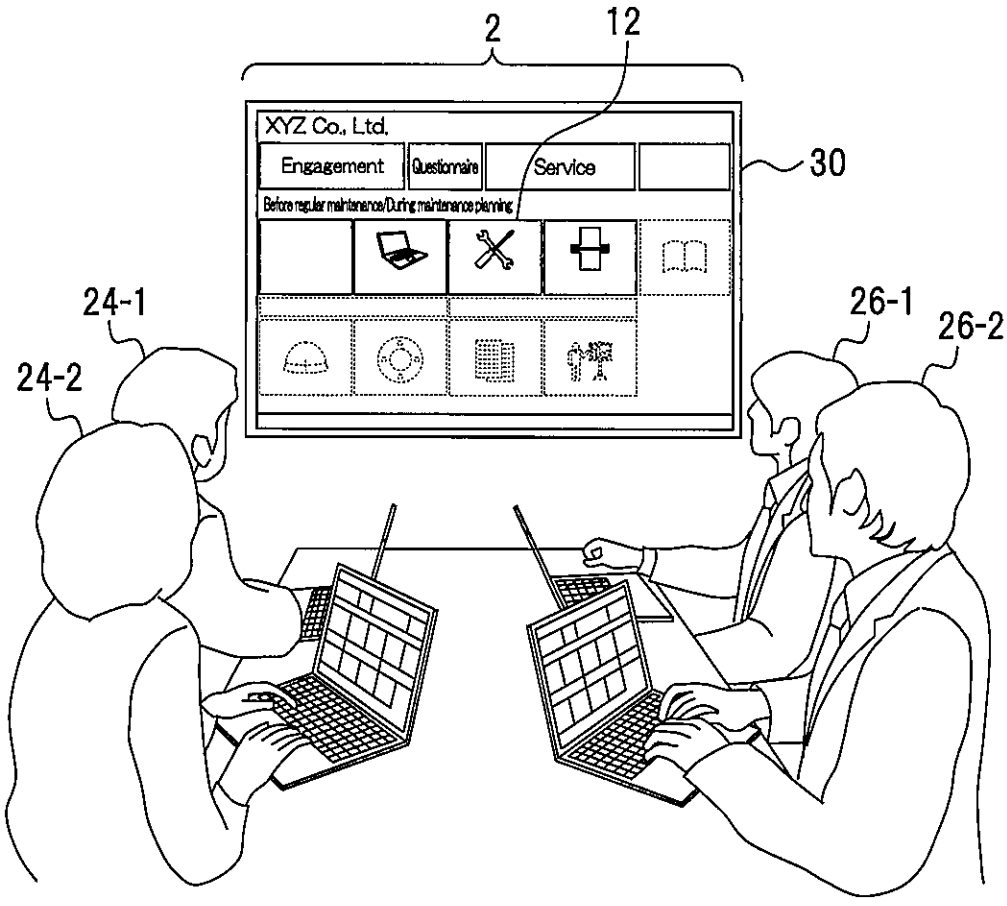

2
12
XYZ Co., Ltd.
Engagement
Questionnaire
Service
Before regular maintenance/During maintenance planning
30
24-1
24-2
26-1
26-2

FIG.5

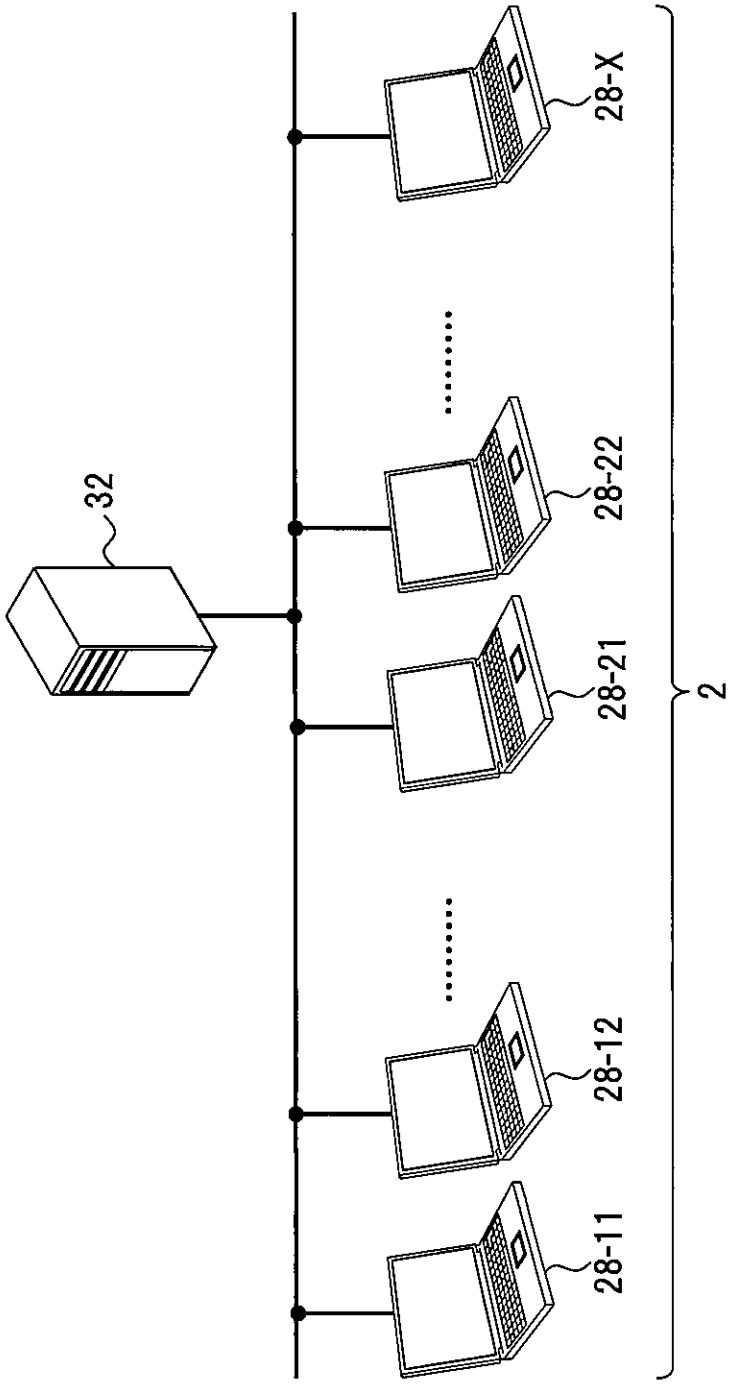


FIG.6

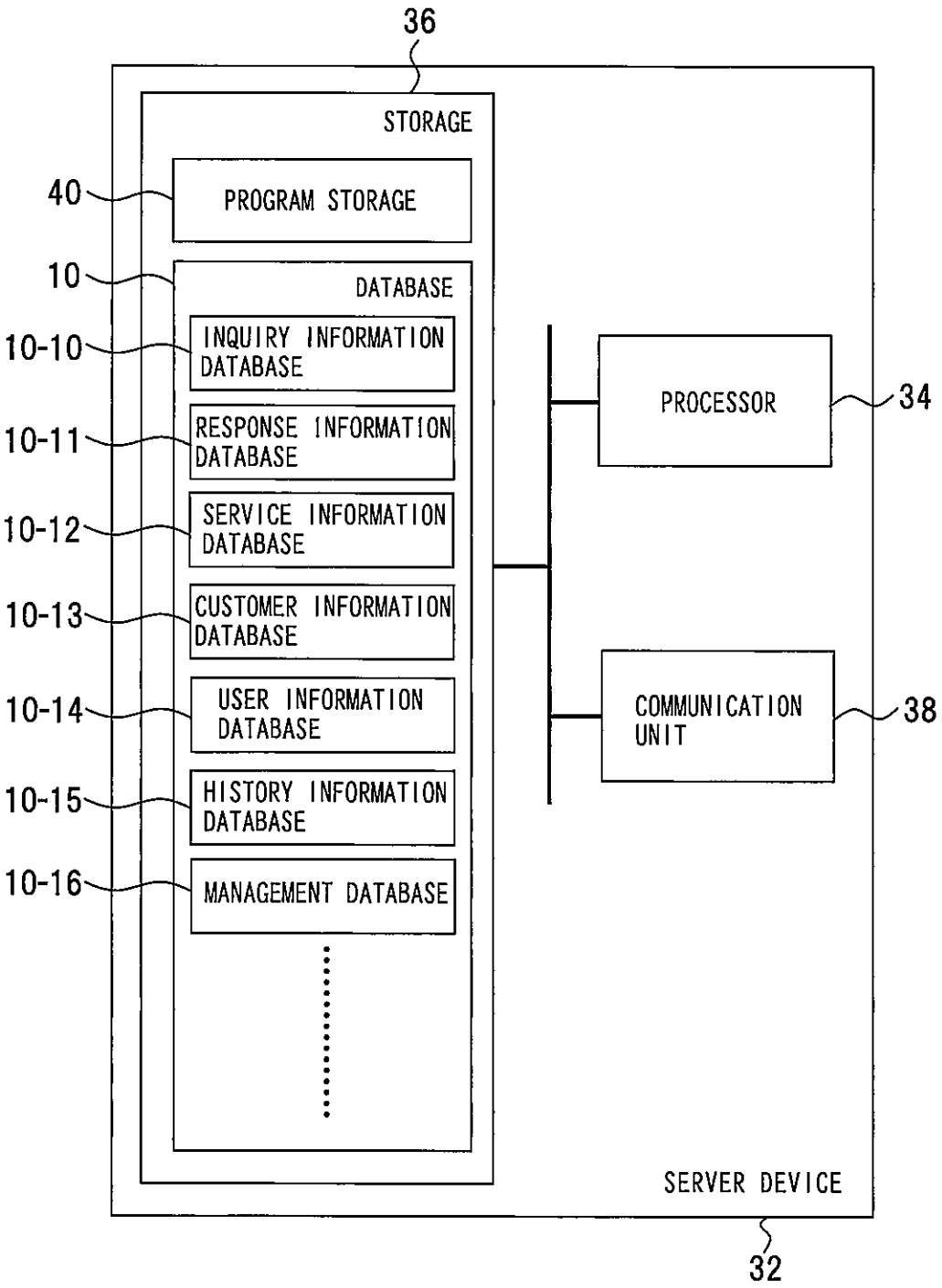

36
STORAGE
40
PROGRAM STORAGE
10
DATABASE
10-10
INQUIRY INFORMATION DATABASE
10-11
RESPONSE INFORMATION DATABASE
10-12
SERVICE INFORMATION DATABASE
10-13
CUSTOMER INFORMATION DATABASE
10-14
USER INFORMATION DATABASE
10-15
HISTORY INFORMATION DATABASE
10-16
MANAGEMENT DATABASE
PROCESSOR
34
COMMUNICATION UNIT
38
SERVER DEVICE
32

FIG.7

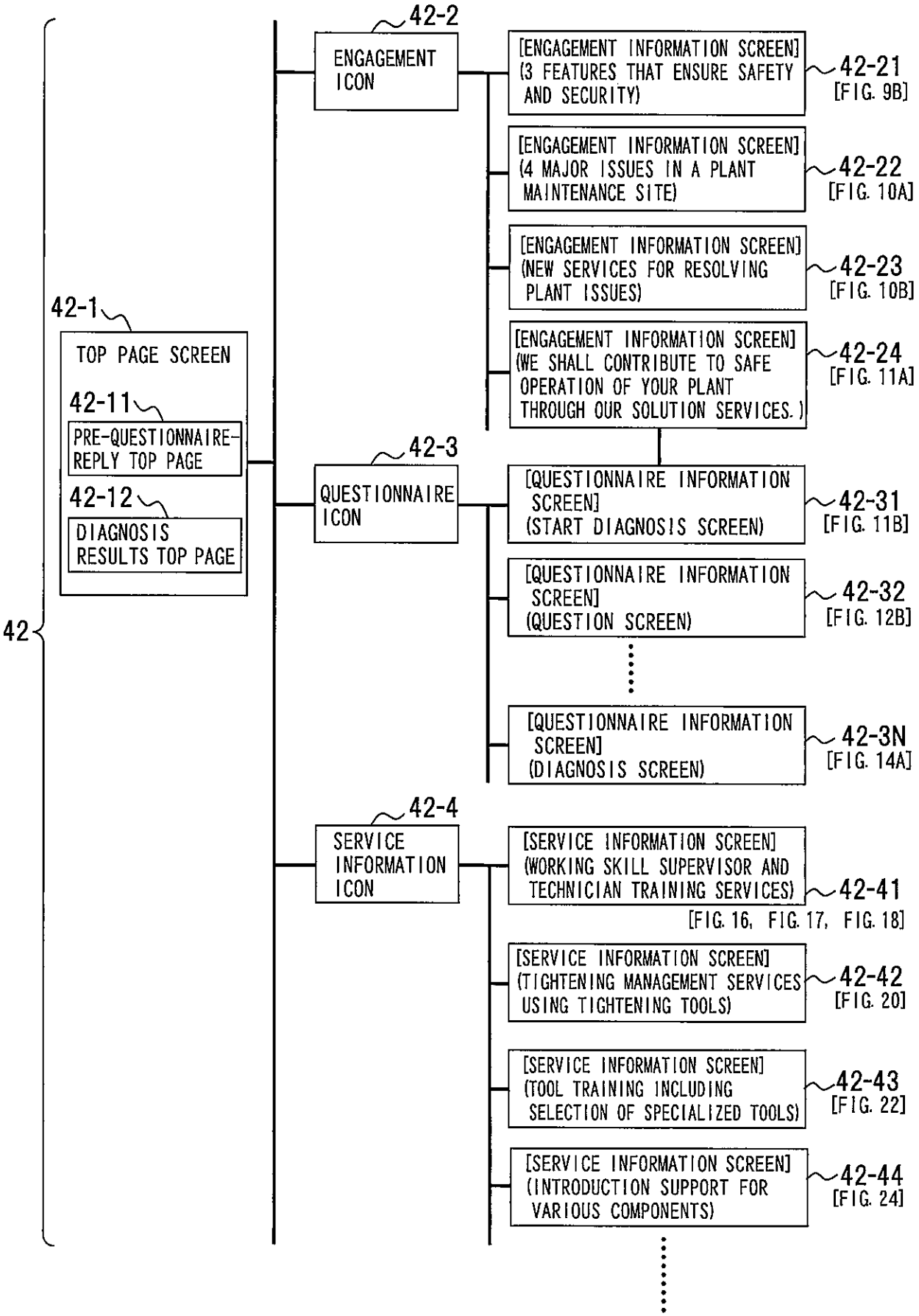

42
42-1
TOP PAGE SCREEN
42-11
PRE-QUESTIONNAIRE-REPLY TOP PAGE
42-12
DIAGNOSIS RESULTS TOP PAGE
42-2
ENGAGEMENT ICON
[ENGAGEMENT INFORMATION SCREEN] (3 FEATURES THAT ENSURE SAFETY AND SECURITY)
42-21 [FIG. 9B]
[ENGAGEMENT INFORMATION SCREEN] (4 MAJOR ISSUES IN A PLANT MAINTENANCE SITE)
42-22 [FIG. 10A]
[ENGAGEMENT INFORMATION SCREEN] (NEW SERVICES FOR RESOLVING PLANT ISSUES)
42-23 [FIG. 10B]
[ENGAGEMENT INFORMATION SCREEN] (WE SHALL CONTRIBUTE TO SAFE OPERATION OF YOUR PLANT THROUGH OUR SOLUTION SERVICES.)
42-24 [FIG. 11A]
42-3
QUESTIONNAIRE ICON
[QUESTIONNAIRE INFORMATION SCREEN] (START DIAGNOSIS SCREEN)
42-31 [FIG. 11B]
[QUESTIONNAIRE INFORMATION SCREEN] (QUESTION SCREEN)
42-32 [FIG. 12B]
[QUESTIONNAIRE INFORMATION SCREEN] (DIAGNOSIS SCREEN)
42-3N [FIG. 14A]
42-4
SERVICE INFORMATION ICON
[SERVICE INFORMATION SCREEN] (WORKING SKILL SUPERVISOR AND TECHNICIAN TRAINING SERVICES)
42-41 [FIG. 16, FIG. 17, FIG. 18]
[SERVICE INFORMATION SCREEN] (TIGHTENING MANAGEMENT SERVICES USING TIGHTENING TOOLS)
42-42 [FIG. 20]
[SERVICE INFORMATION SCREEN] (TOOL TRAINING INCLUDING SELECTION OF SPECIALIZED TOOLS)
42-43 [FIG. 22]
[SERVICE INFORMATION SCREEN] (INTRODUCTION SUPPORT FOR VARIOUS COMPONENTS)
42-44 [FIG. 24]

FIG.8

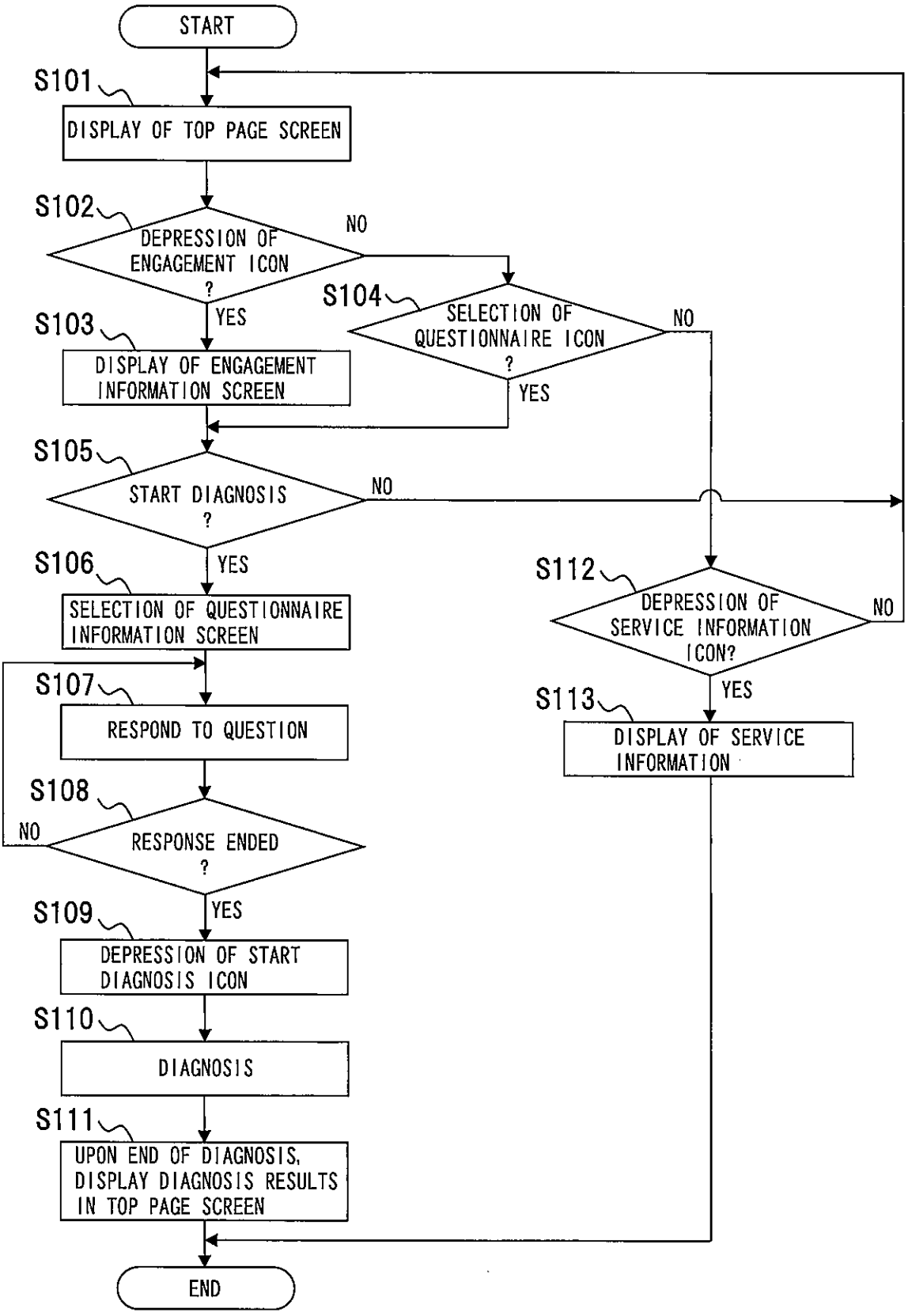
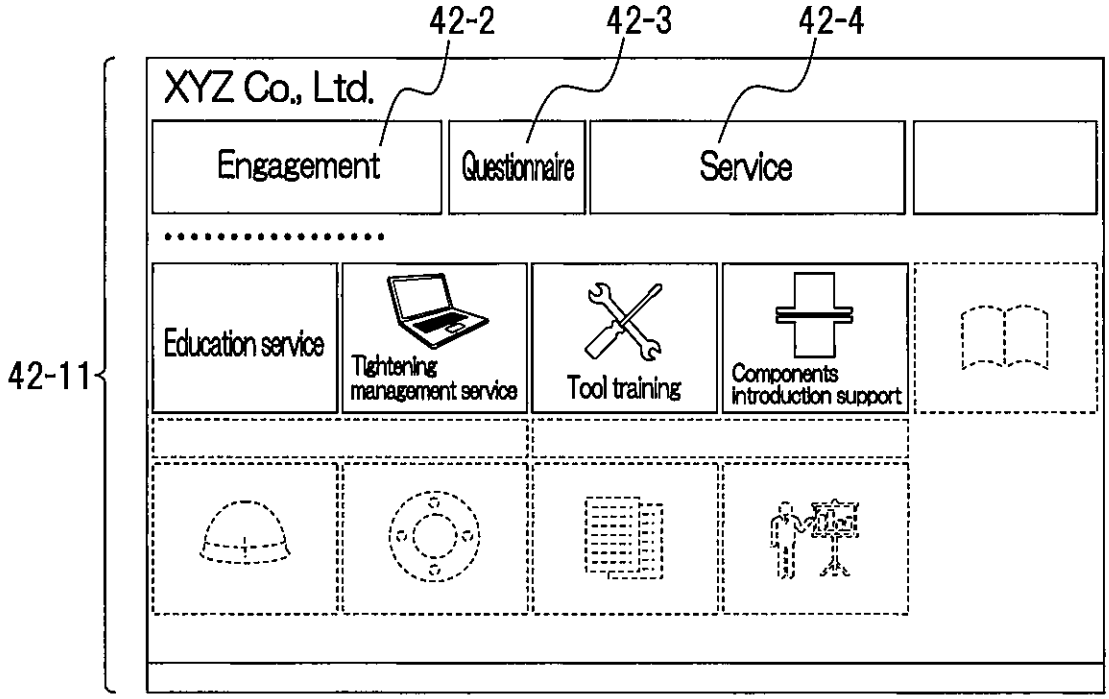

START
S101
DISPLAY OF TOP PAGE SCREEN
S102
DEPRESSION OF ENGAGEMENT ICON ?
NO
YES
S103
DISPLAY OF ENGAGEMENT INFORMATION SCREEN
S104
SELECTION OF QUESTIONNAIRE ICON ?
NO
YES
S105
START DIAGNOSIS ?
NO
YES
S106
SELECTION OF QUESTIONNAIRE INFORMATION SCREEN
S107
RESPOND TO QUESTION
S108
RESPONSE ENDED ?
NO
YES
S109
DEPRESSION OF START DIAGNOSIS ICON
S110
DIAGNOSIS
S111
UPON END OF DIAGNOSIS, DISPLAY DIAGNOSIS RESULTS IN TOP PAGE SCREEN
S112
DEPRESSION OF SERVICE INFORMATION ICON?
NO
YES
S113
DISPLAY OF SERVICE INFORMATION
END

FIG.9

A [TOP PAGE SCREEN]



B [SCREEN TRANSITION WHEN CAPTURE ICON IS DEPRESSED]

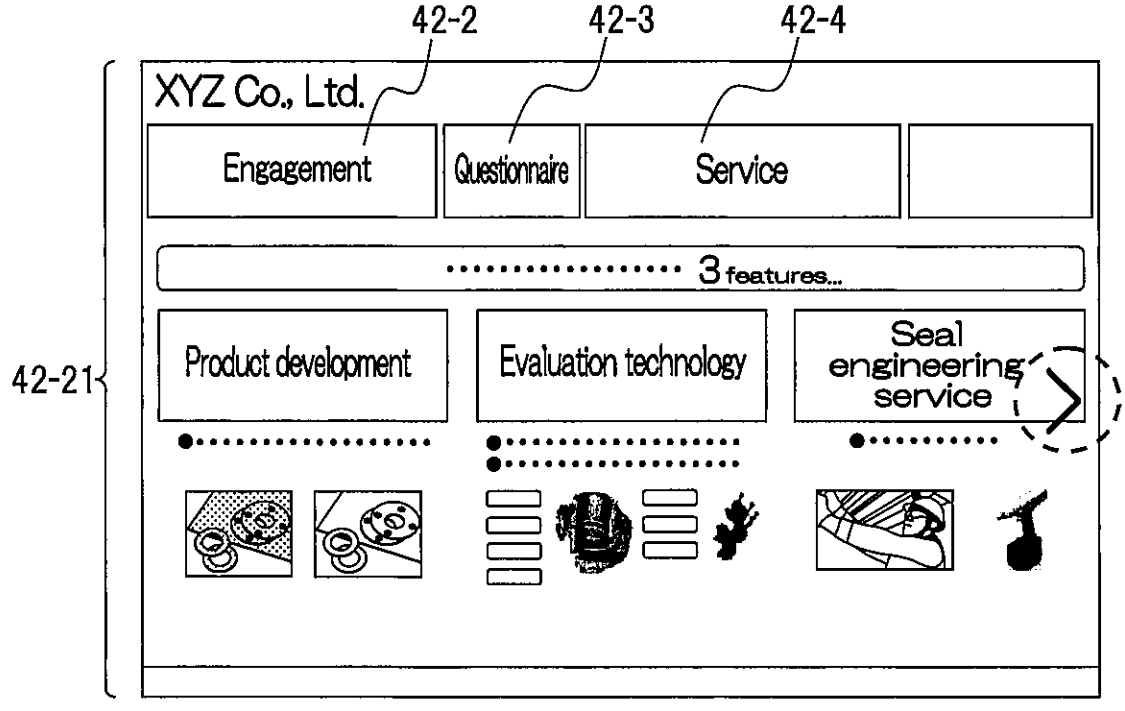
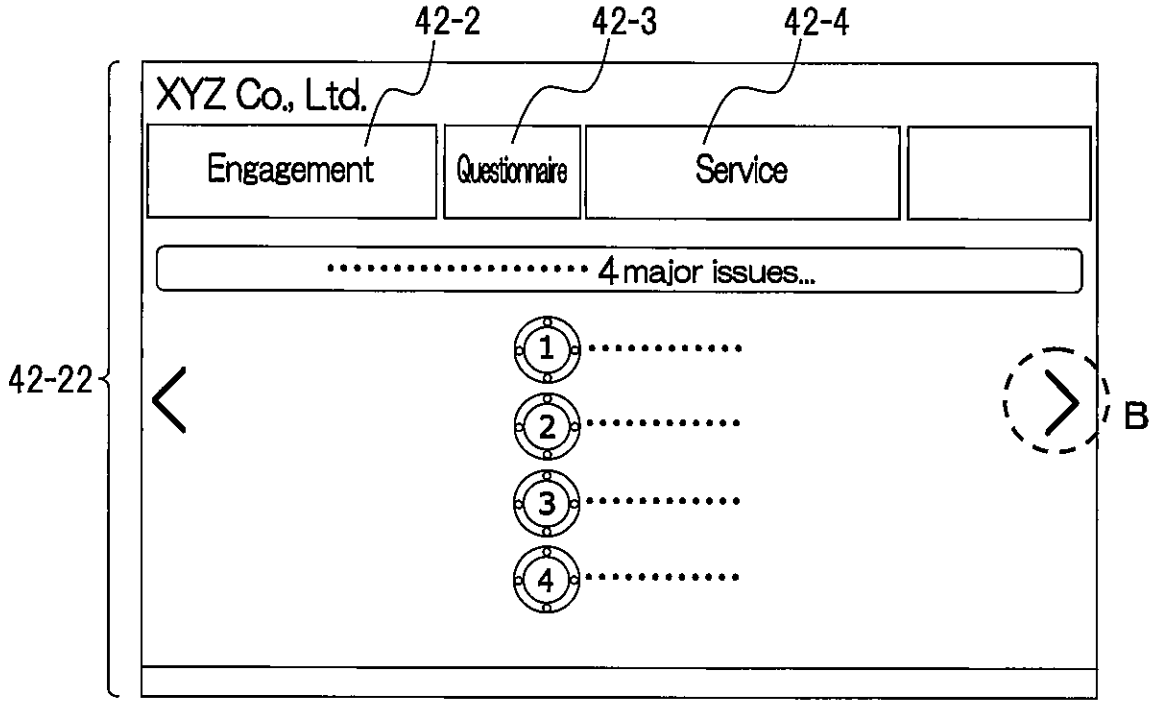


FIG.10

A [SCREEN TRANSITION WHEN ENGAGEMENT ICON IS DEPRESSED]



B [SCREEN TRANSITION WHEN ENGAGEMENT ICON IS DEPRESSED]

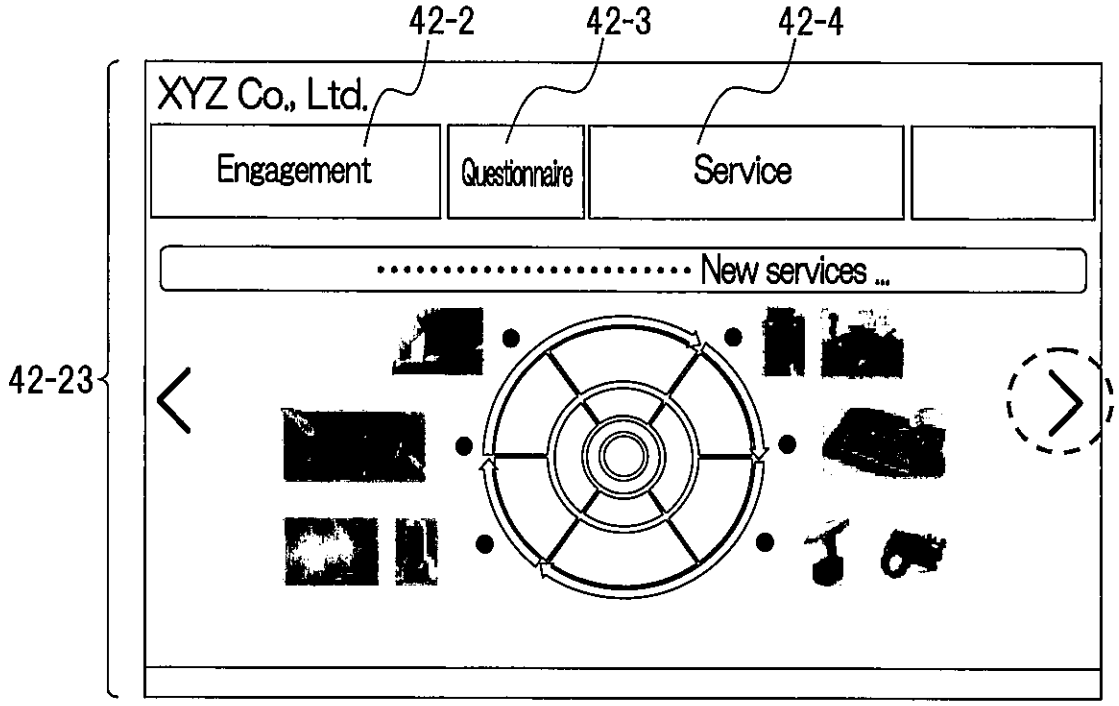
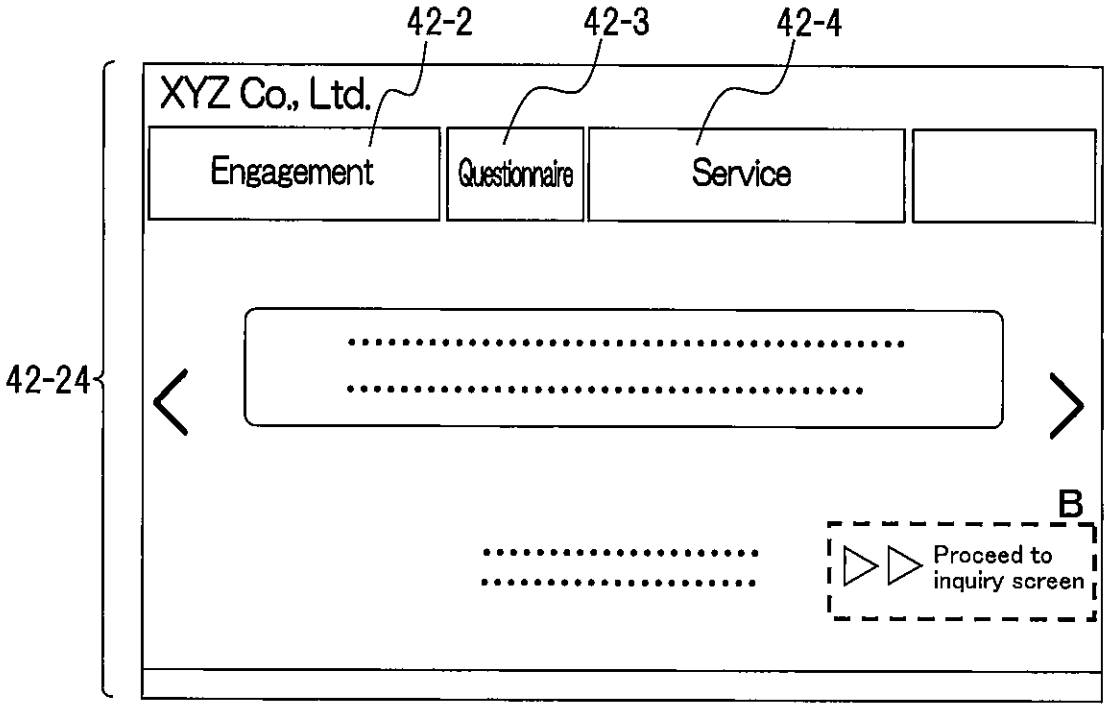


FIG.11

A [SCREEN TRANSITION WHEN ENGAGEMENT ICON IS DEPRESSED]



B [SCREEN TRANSITION WHEN ENGAGEMENT ICON IS DEPRESSED]

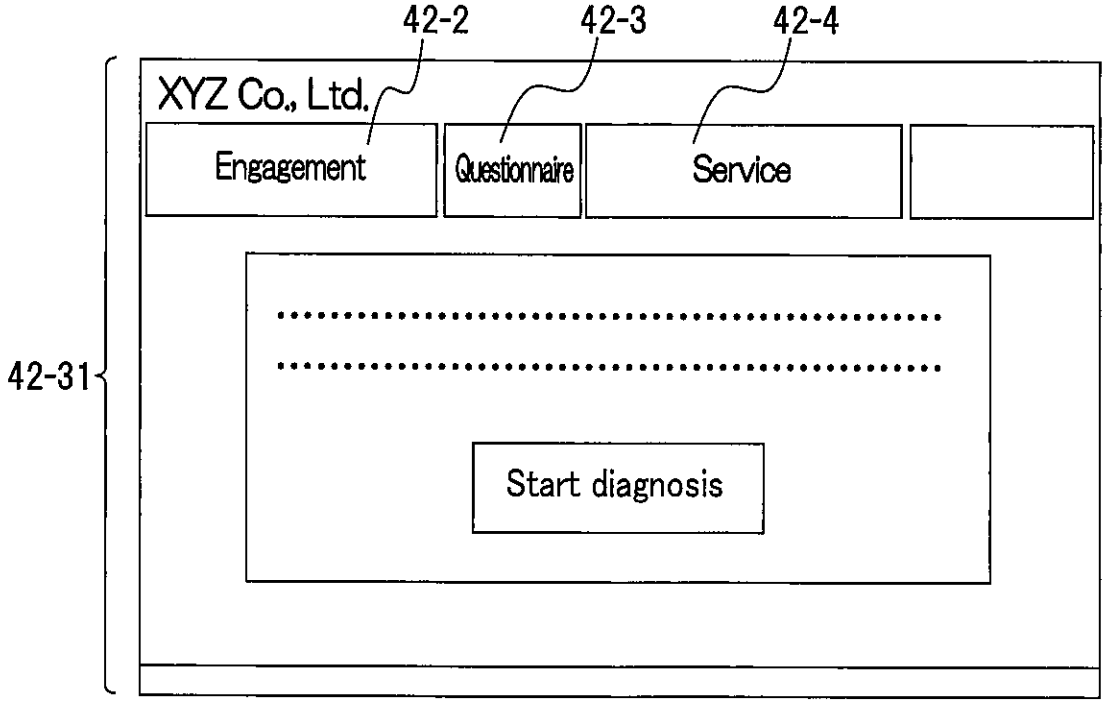
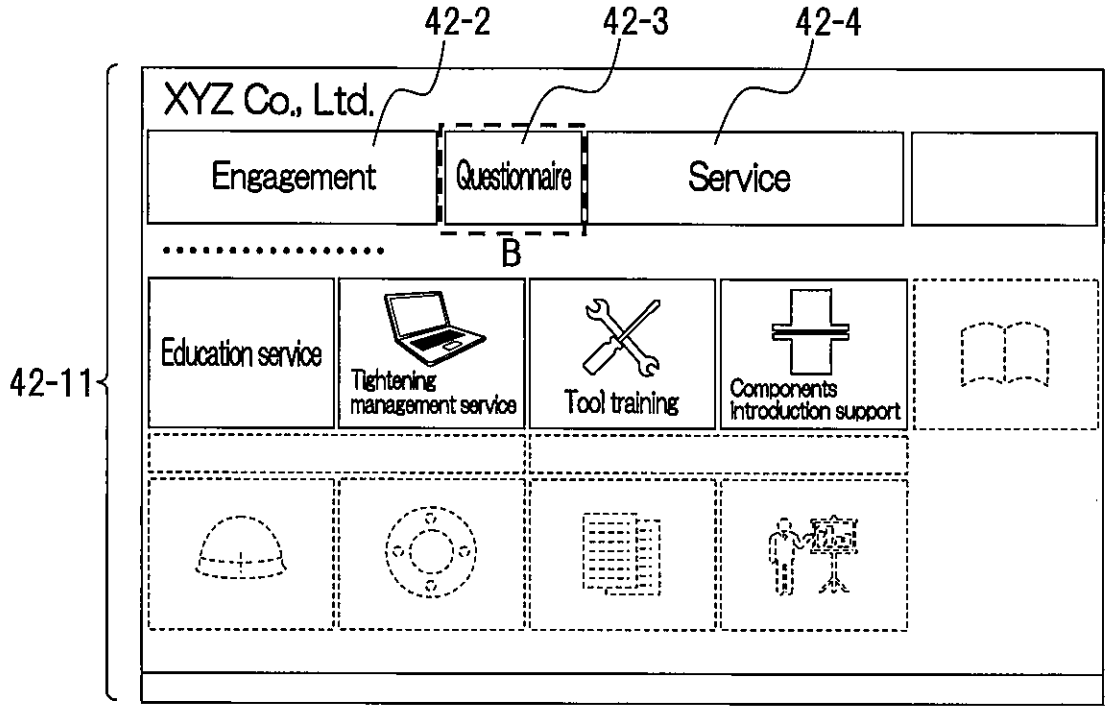


FIG.12

A [SCREEN TRANSITION INDICATING OPERATION OF QUESTIONNAIRE ICON]



B [SCREEN TRANSITION FOR STARTING DIAGNOSIS]

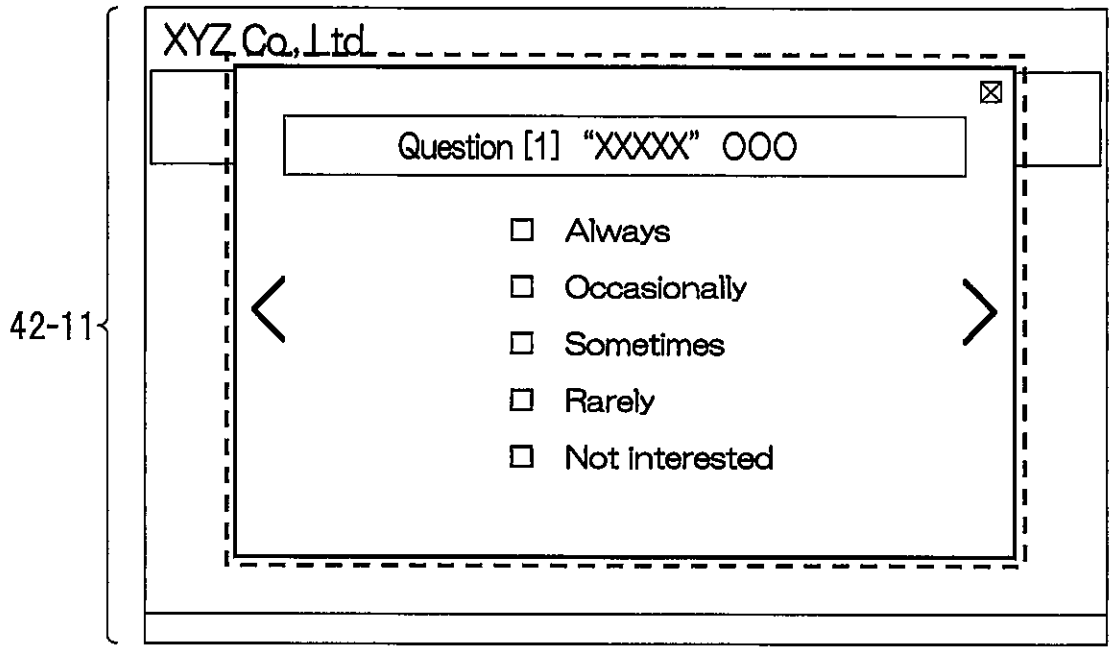


FIG.13

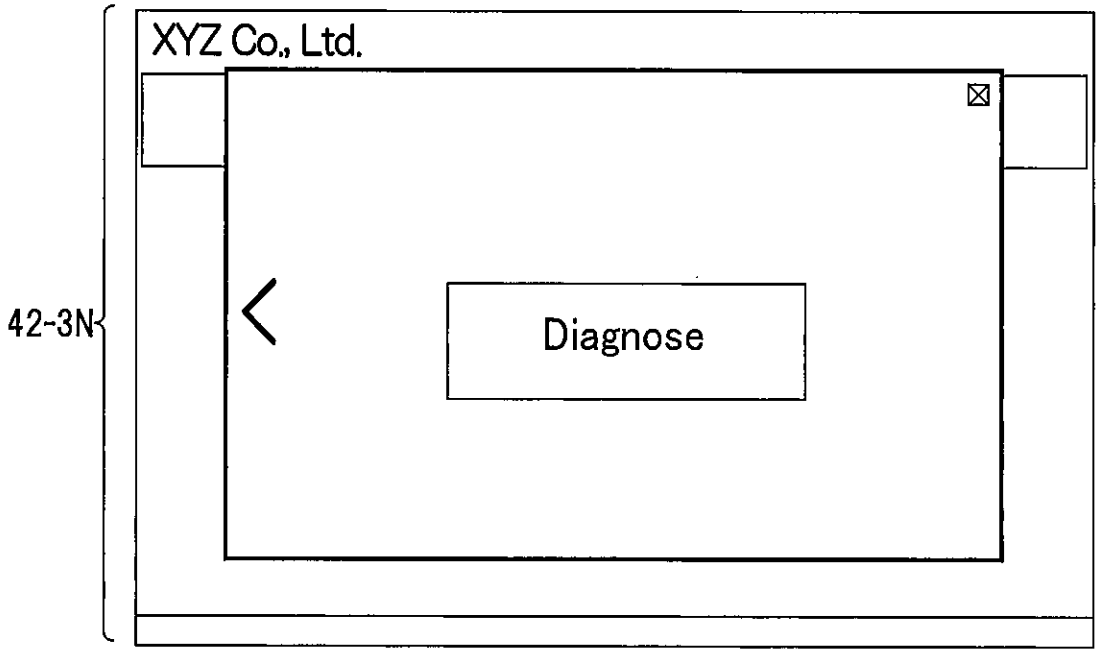
INFORMATION TABLE SHOWING QUESTIONS, REPLIES, SCORES, AND DIAGNOSIS RESULTS OF A QUESTIONNAIRE

Question		Reply		Score				Example	Score	Matrix	Application
				STC	HNR	Tool	Component				
Q1	○○○○○○?	A	・・・・・・・・・・	0				B	2	9	Education
		B	・・・・・・・・・・	2							
		C	・・・・・・・・・・	4							
		D	・・・・・・・・・・	5							
Q2	○○○○○○○○○○、○○○?	A	・・・・・・・・・・	0				C	4		
		B	・・・・・・・・・・	2							
		C	・・・・・・・・・・	4							
		D	・・・・・・・・・・	5							
Q3	○○○○○○、○○○○?	A	・・・・・・・・・・		0			A	0	3	Tightening
		B	・・・・・・・・・・		2						
		C	・・・・・・・・・・		4						
		D	・・・・・・・・・・		5						
Q4	○○○○○○○○○○?	A	・・・・・・・・・・		0			B	2		
		B	・・・・・・・・・・		2						
		C	・・・・・・・・・・		4						
		D	・・・・・・・・・・		5						
Q5	○○○○○○○○?	A	・・・・・・・・・・			0		B	3	6	Tool
		B	・・・・・・・・・・			3					
		C	・・・・・・・・・・			5					
Q6	○○○○○○○○、○○○○?	A	・・・・・・・・・・			0		A	0		
		B	・・・・・・・・・・			3					
		C	・・・・・・・・・・			5					
Q7	○○○○、○○○?	A	・・・・・・・・・・			0		B	3		
		B	・・・・・・・・・・			3					
		C	・・・・・・・・・・			5					
Q8	○○○○○○、○○?	A	・・・・・・・・・・				0	C	5	12	Component
		B	・・・・・・・・・・				3				
		C	・・・・・・・・・・				5				
Q9	○○○○○○○○?	A	・・・・・・・・・・				0	B	3		
		B	・・・・・・・・・・				3				
		C	・・・・・・・・・・				5				

14-1 (16) 14-2 (18) 14-3 14-4

FIG.14

A [DIAGNOSIS STARTING SCREEN]



B [SCREEN SHOWING DIAGNOSIS RESULTS]

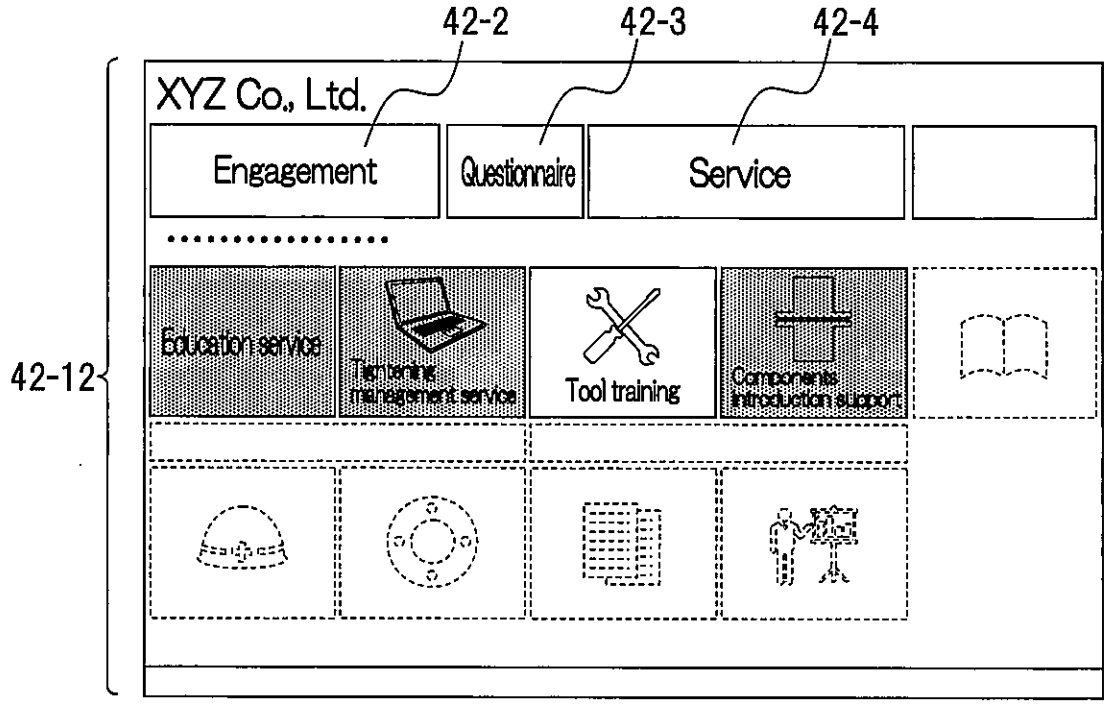


FIG.15

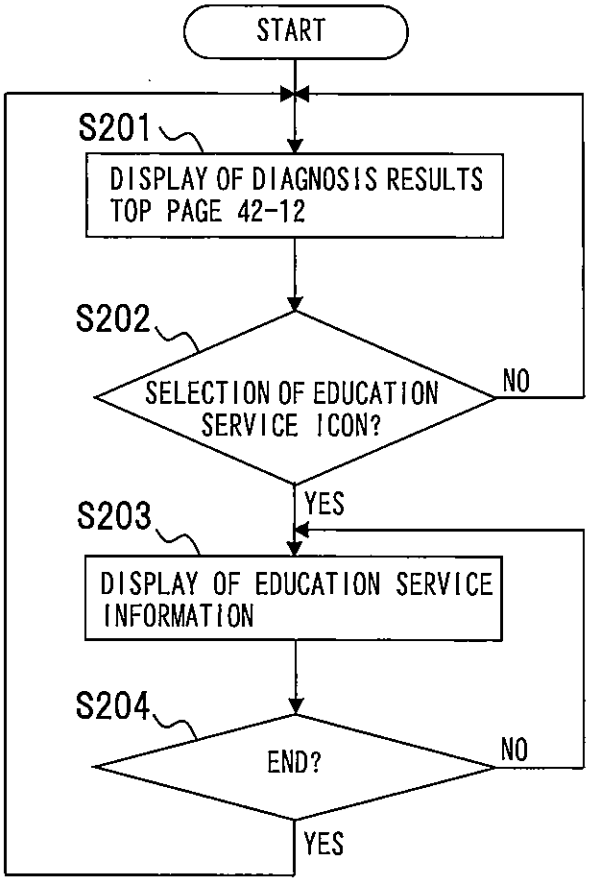

START
S201
DISPLAY OF DIAGNOSIS RESULTS TOP PAGE 42-12
S202
SELECTION OF EDUCATION SERVICE ICON?
NO
YES
S203
DISPLAY OF EDUCATION SERVICE INFORMATION
S204
END?
NO
YES

FIG.16

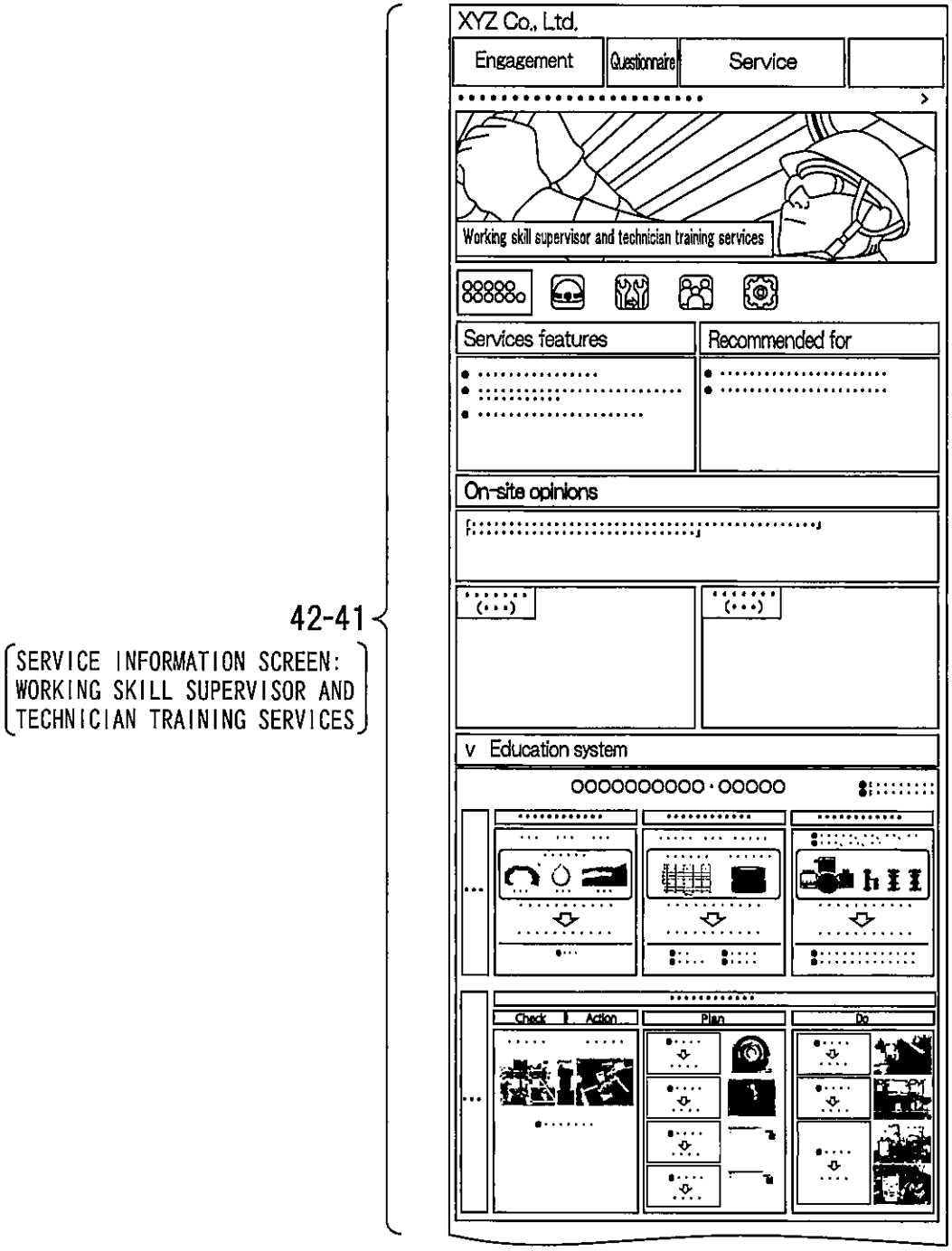
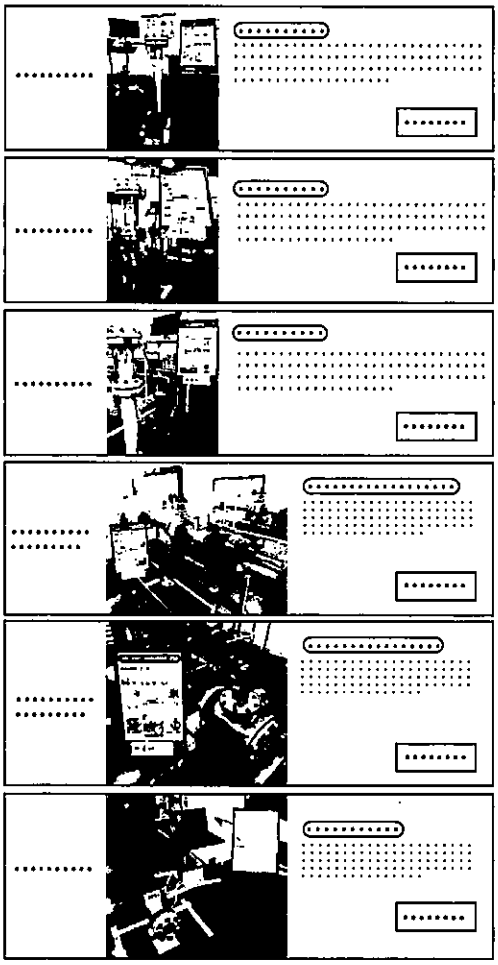

42-41
SERVICE INFORMATION SCREEN: WORKING SKILL SUPERVISOR AND TECHNICIAN TRAINING SERVICES
XYZ Co., Ltd.
Engagement
Questionnaire
Service
Working skill supervisor and technician training services
Services features
Recommended for
On-site opinions
v Education system
Check
Action
Plan
Do

FIG.17

42-41
SERVICE INFORMATION SCREEN: WORKING SKILL SUPERVISOR AND TECHNICIAN TRAINING SERVICES

v Facility information



v Curriculum information

	Contents	
Gasket : Classroom learning	.....	.....
	.....	.....
	.....	.....
	.....	.....
	.....	.....
	.....	.....
	.....	.....

		Outline	Devices
Gasket : Practical training	.....	.....	.....
	.....	.....	.....
	.....	.....	.....
	.....	.....	.....
	.....	.....	.....
	.....	.....	.....
	.....	.....	.....

		Contents
... : Classroom learning	.....	.....
	.....	.....
	.....	.....
	.....	.....

		Outline	Devices
... : Practical training	.....	.....	.....
	.....	.....	.....

FIG.18

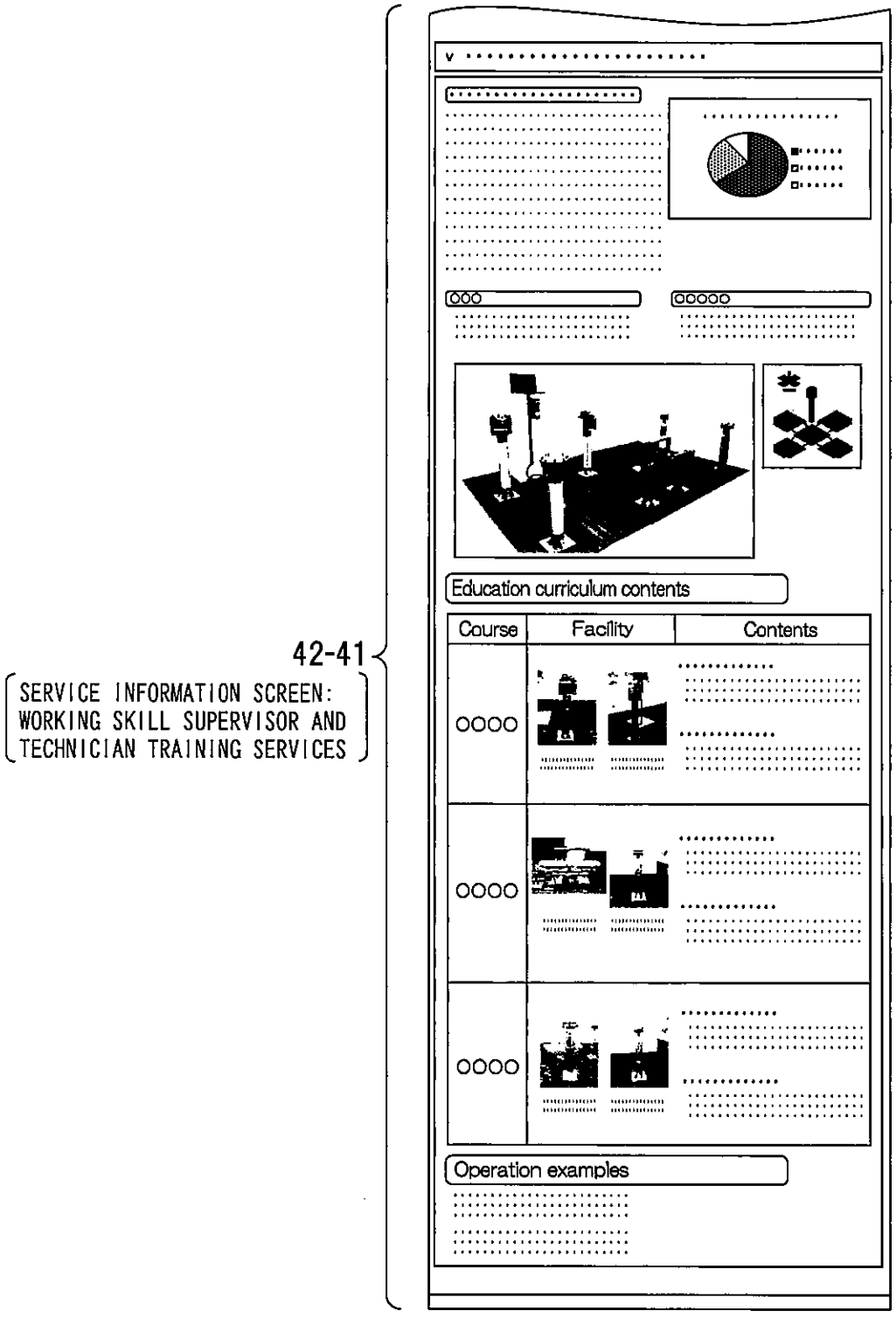

42-41
SERVICE INFORMATION SCREEN: WORKING SKILL SUPERVISOR AND TECHNICIAN TRAINING SERVICES
Education curriculum contents
Course
Facility
Contents
OOOO
OOOO
OOOO
Operation examples

FIG.19

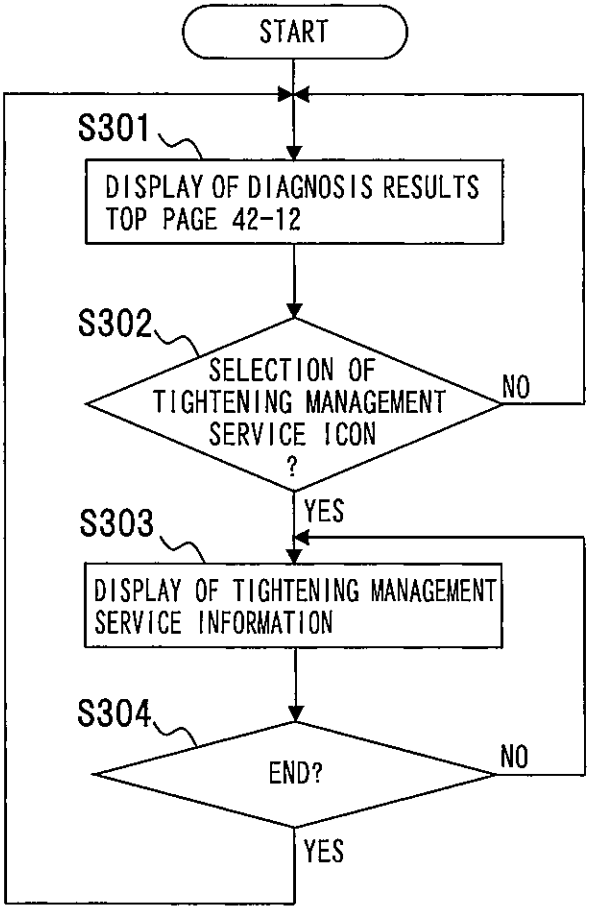

START
S301
DISPLAY OF DIAGNOSIS RESULTS TOP PAGE 42-12
S302
SELECTION OF TIGHTENING MANAGEMENT SERVICE ICON ?
NO
YES
S303
DISPLAY OF TIGHTENING MANAGEMENT SERVICE INFORMATION
S304
END?
NO
YES

FIG.20

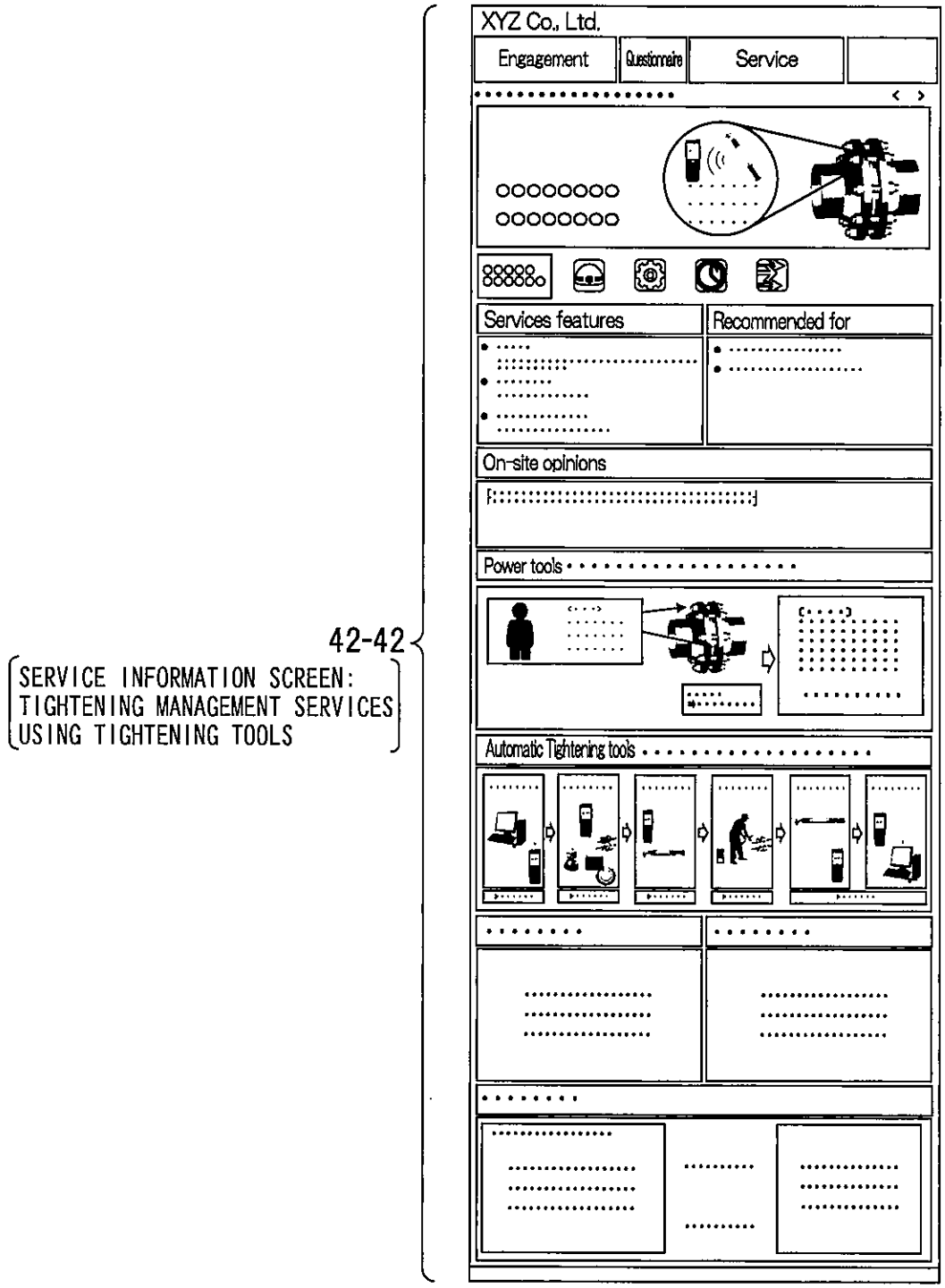

XYZ Co., Ltd.
Engagement
Questionnaire
Service
Services features
Recommended for
On-site opinions
Power tools
Automatic Tightening tools
42-42
SERVICE INFORMATION SCREEN:
TIGHTENING MANAGEMENT SERVICES
USING TIGHTENING TOOLS

FIG.21

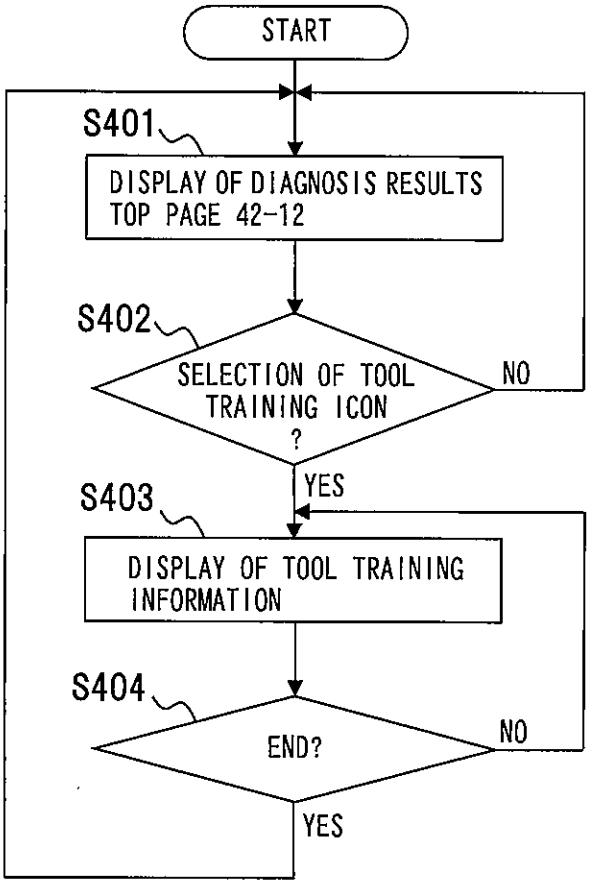

START
S401
DISPLAY OF DIAGNOSIS RESULTS TOP PAGE 42-12
S402
SELECTION OF TOOL TRAINING ICON ?
NO
YES
S403
DISPLAY OF TOOL TRAINING INFORMATION
S404
END?
NO
YES

FIG.22

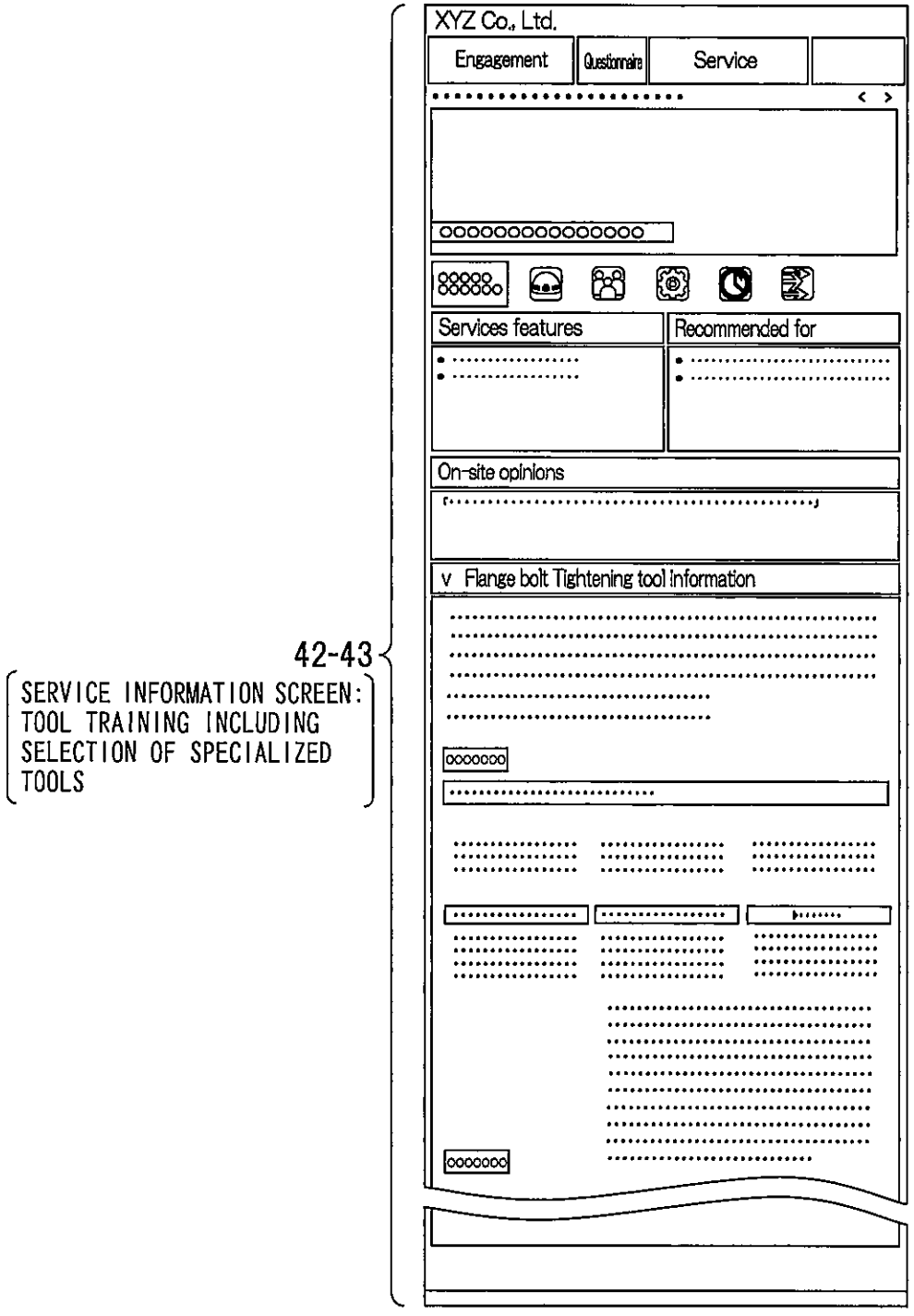

XYZ Co., Ltd.
Engagement
Questionnaire
Service
Services features
Recommended for
On-site opinions
v Flange bolt Tightening tool information
42-43
SERVICE INFORMATION SCREEN: TOOL TRAINING INCLUDING SELECTION OF SPECIALIZED TOOLS

FIG.23

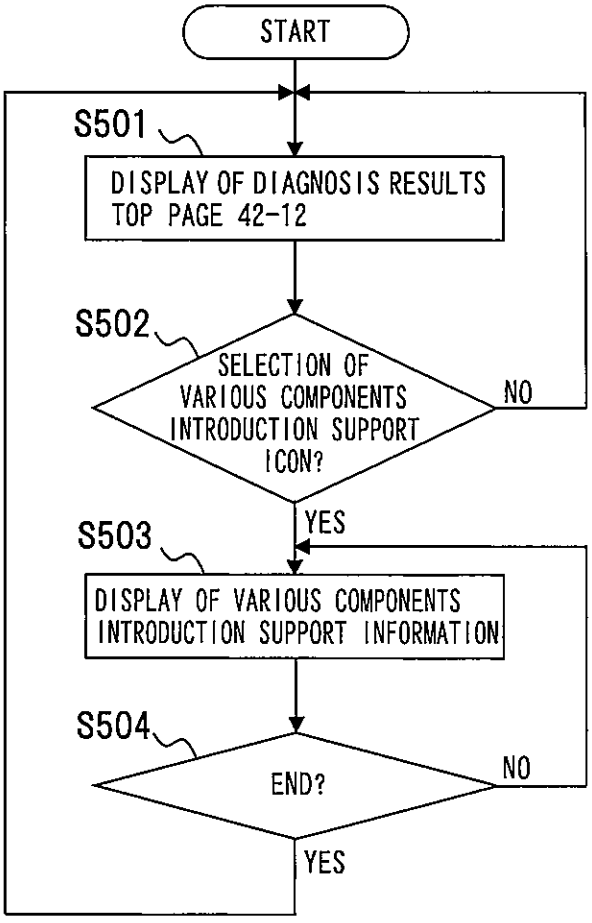

START
S501
DISPLAY OF DIAGNOSIS RESULTS TOP PAGE 42-12
S502
SELECTION OF VARIOUS COMPONENTS INTRODUCTION SUPPORT ICON?
NO
YES
S503
DISPLAY OF VARIOUS COMPONENTS INTRODUCTION SUPPORT INFORMATION
S504
END?
NO
YES

FIG.24

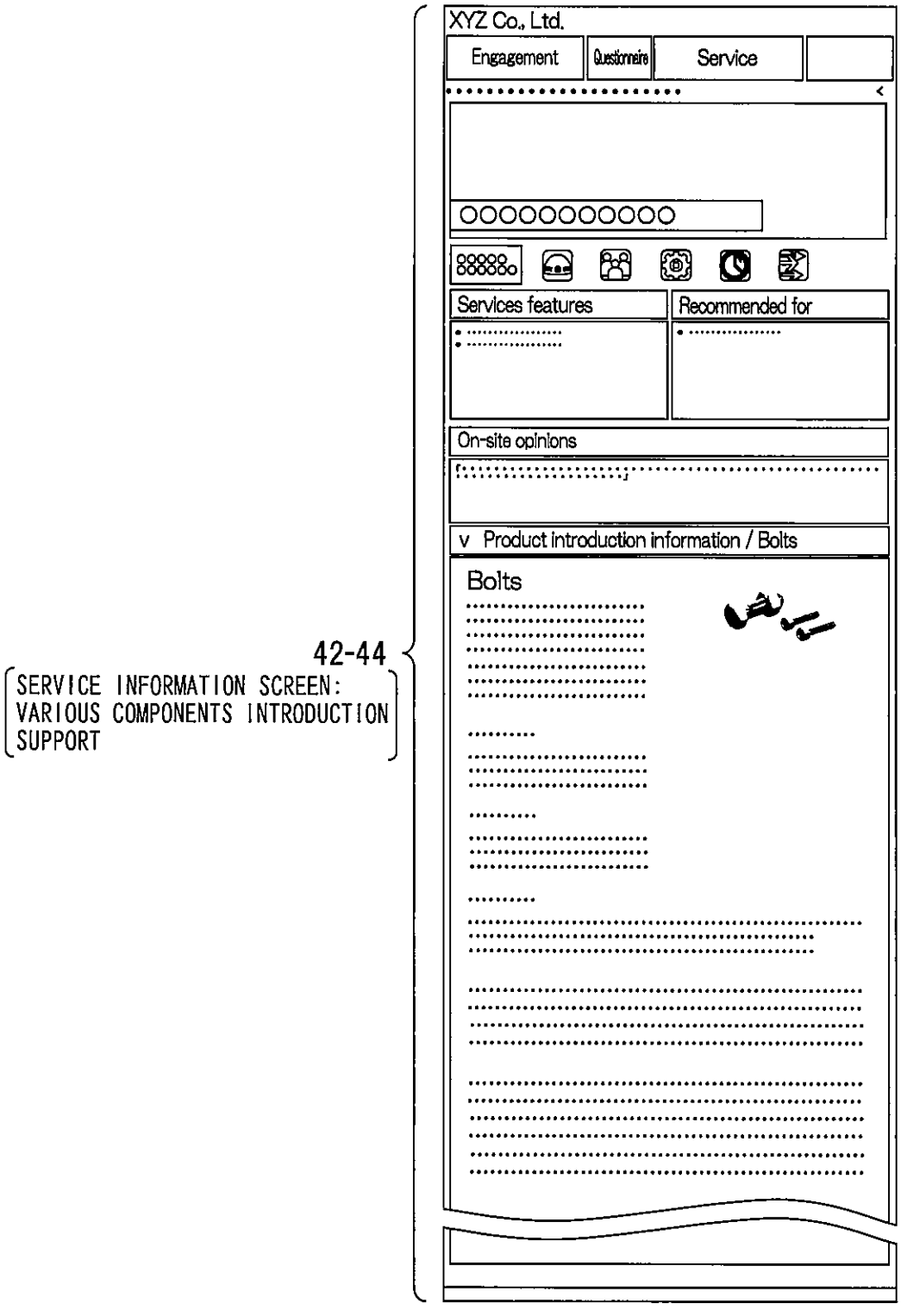

XYZ Co., Ltd.
Engagement
Questionnaire
Service
Services features
Recommended for
On-site opinions
v Product introduction information / Bolts
Bolts
42-44
SERVICE INFORMATION SCREEN: VARIOUS COMPONENTS INTRODUCTION SUPPORT

FIG.25

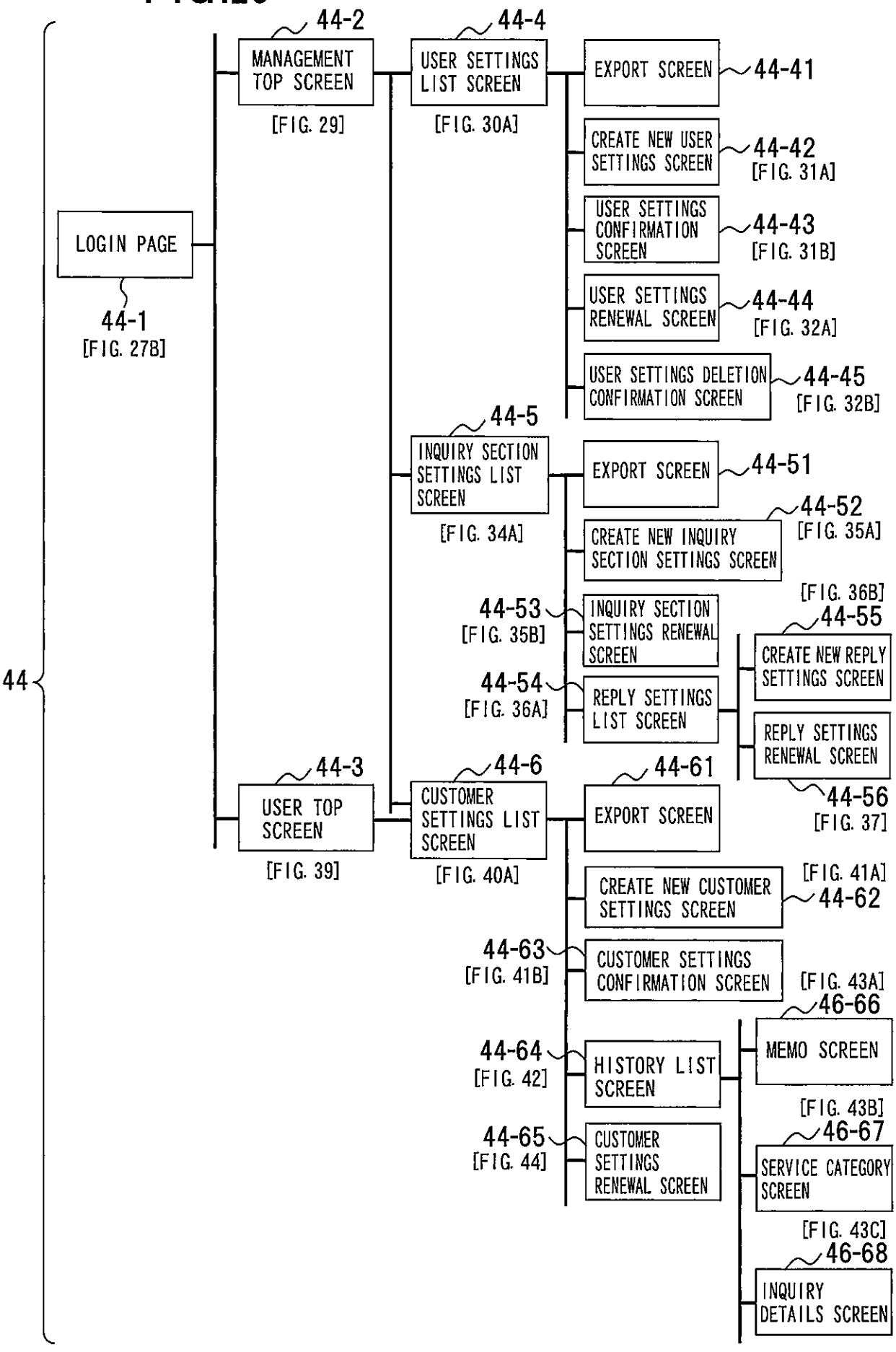

44
LOGIN PAGE
44-1
[FIG. 27B]
MANAGEMENT TOP SCREEN
44-2
[FIG. 29]
USER TOP SCREEN
44-3
[FIG. 39]
USER SETTINGS LIST SCREEN
44-4
[FIG. 30A]
EXPORT SCREEN
44-41
CREATE NEW USER SETTINGS SCREEN
44-42
[FIG. 31A]
USER SETTINGS CONFIRMATION SCREEN
44-43
[FIG. 31B]
USER SETTINGS RENEWAL SCREEN
44-44
[FIG. 32A]
USER SETTINGS DELETION CONFIRMATION SCREEN
44-45
[FIG. 32B]
INQUIRY SECTION SETTINGS LIST SCREEN
44-5
[FIG. 34A]
EXPORT SCREEN
44-51
CREATE NEW INQUIRY SECTION SETTINGS SCREEN
44-52
[FIG. 35A]
INQUIRY SECTION SETTINGS RENEWAL SCREEN
44-53
[FIG. 35B]
REPLY SETTINGS LIST SCREEN
44-54
[FIG. 36A]
[FIG. 36B]
CREATE NEW REPLY SETTINGS SCREEN
44-55
REPLY SETTINGS RENEWAL SCREEN
44-56
[FIG. 37]
CUSTOMER SETTINGS LIST SCREEN
44-6
[FIG. 40A]
EXPORT SCREEN
44-61
CREATE NEW CUSTOMER SETTINGS SCREEN
[FIG. 41A]
44-62
CUSTOMER SETTINGS CONFIRMATION SCREEN
44-63
[FIG. 41B]
HISTORY LIST SCREEN
44-64
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[FIG. 43A]
MEMO SCREEN
46-66
CUSTOMER SETTINGS RENEWAL SCREEN
44-65
[FIG. 44]
[FIG. 43B]
SERVICE CATEGORY SCREEN
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[FIG. 43C]
INQUIRY DETAILS SCREEN
46-68

FIG.26

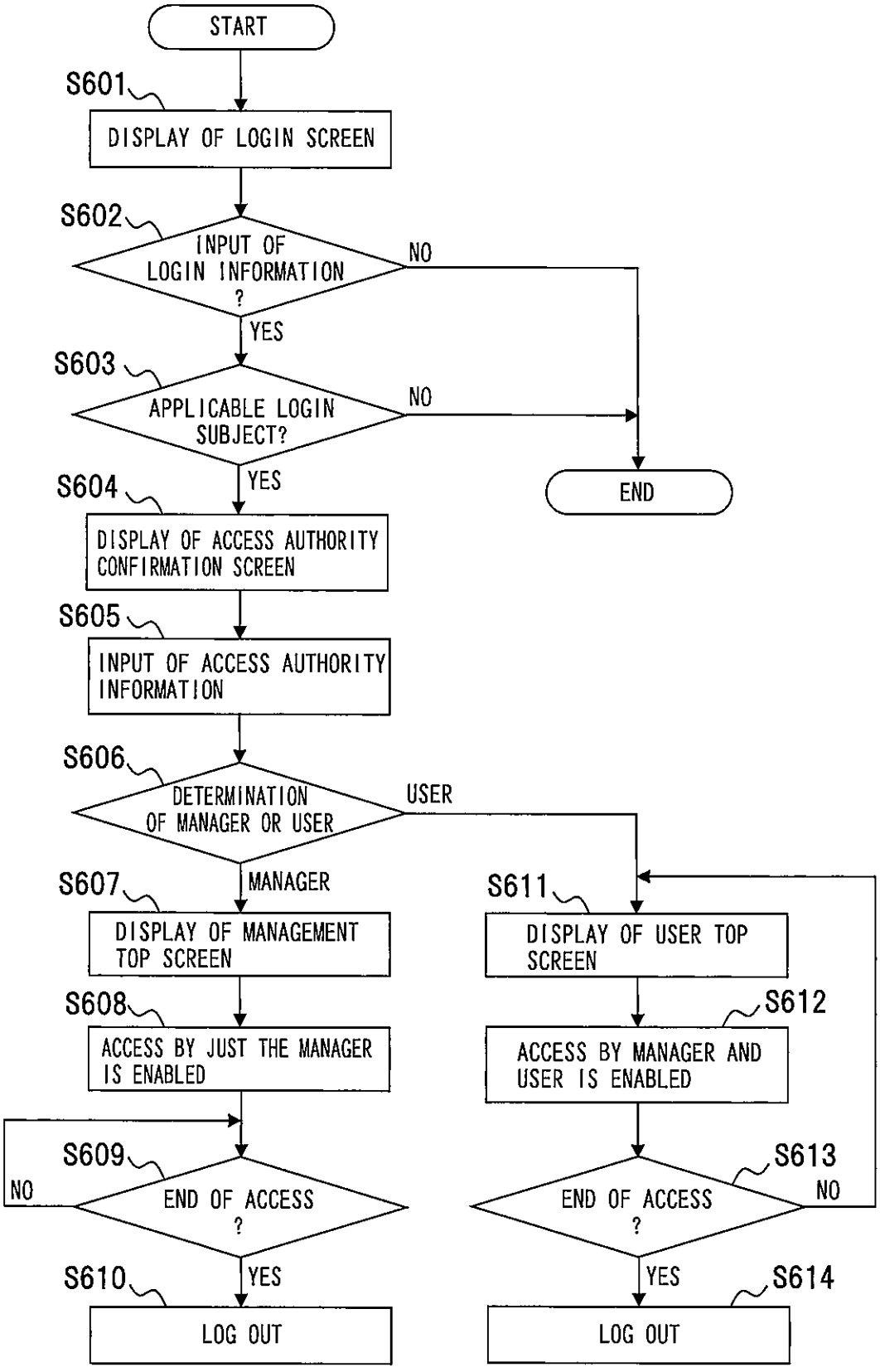
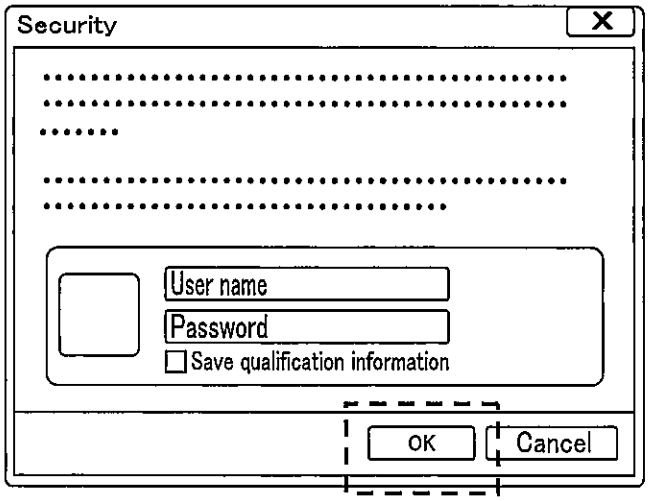

START
S601
DISPLAY OF LOGIN SCREEN
S602
INPUT OF LOGIN INFORMATION ?
NO
YES
S603
APPLICABLE LOGIN SUBJECT?
NO
YES
END
S604
DISPLAY OF ACCESS AUTHORITY CONFIRMATION SCREEN
S605
INPUT OF ACCESS AUTHORITY INFORMATION
S606
DETERMINATION OF MANAGER OR USER
USER
MANAGER
S607
DISPLAY OF MANAGEMENT TOP SCREEN
S608
ACCESS BY JUST THE MANAGER IS ENABLED
S609
END OF ACCESS ?
NO
YES
S610
LOG OUT
S611
DISPLAY OF USER TOP SCREEN
S612
ACCESS BY MANAGER AND USER IS ENABLED
S613
END OF ACCESS ?
NO
YES
S614
LOG OUT

FIG.27

A [AUTHENTICATION SCREEN]



B [LOGIN PAGE]

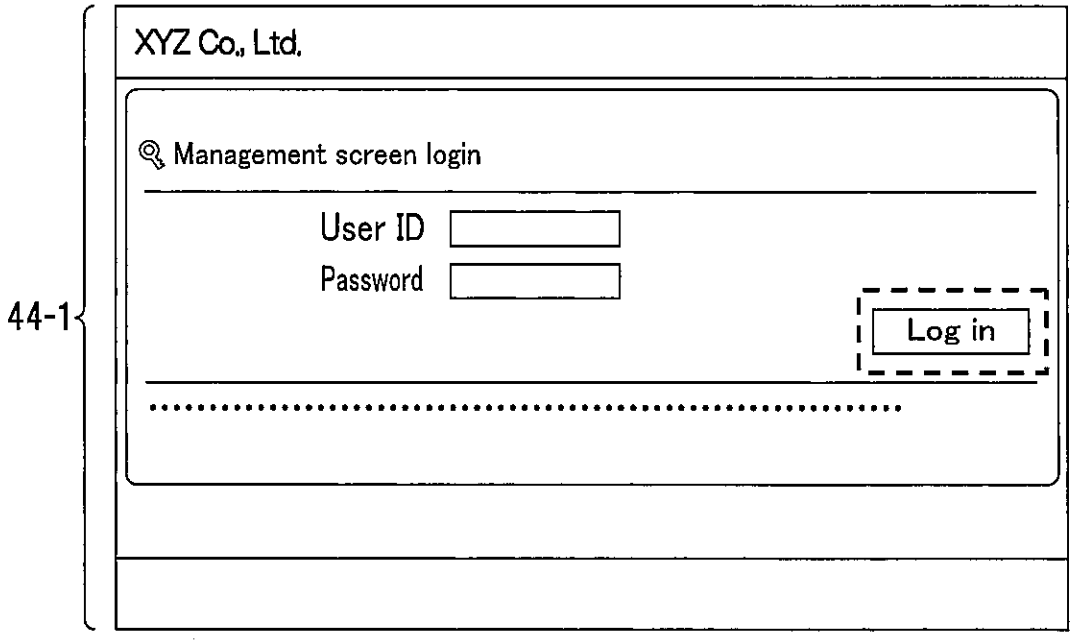


FIG.28

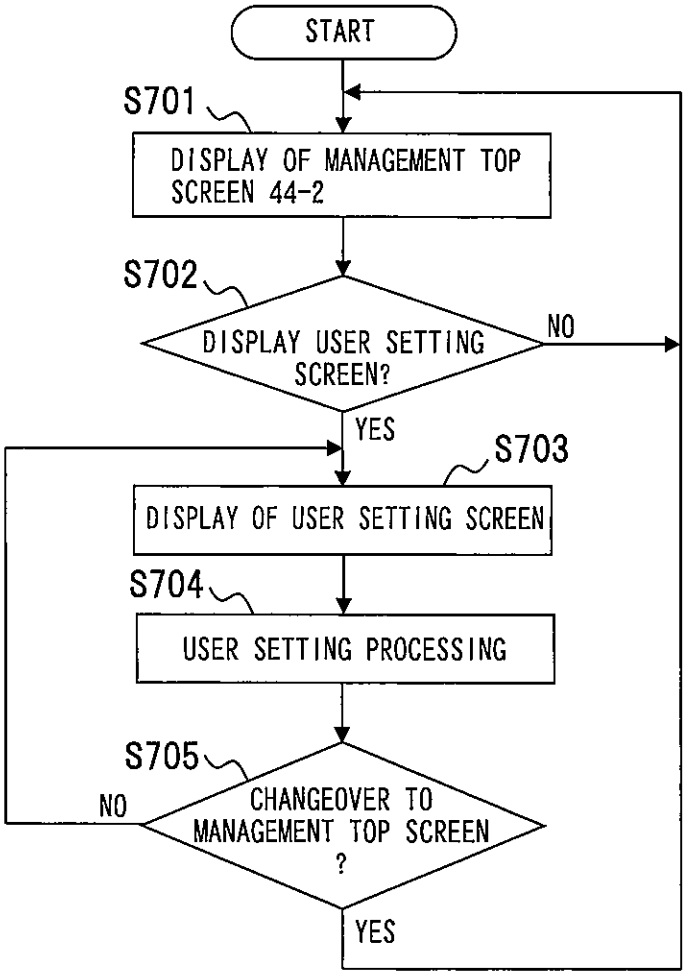

START
S701
DISPLAY OF MANAGEMENT TOP SCREEN 44-2
S702
DISPLAY USER SETTING SCREEN?
NO
YES
S703
DISPLAY OF USER SETTING SCREEN
S704
USER SETTING PROCESSING
S705
CHANGEOVER TO MANAGEMENT TOP SCREEN ?
NO
YES

FIG.29

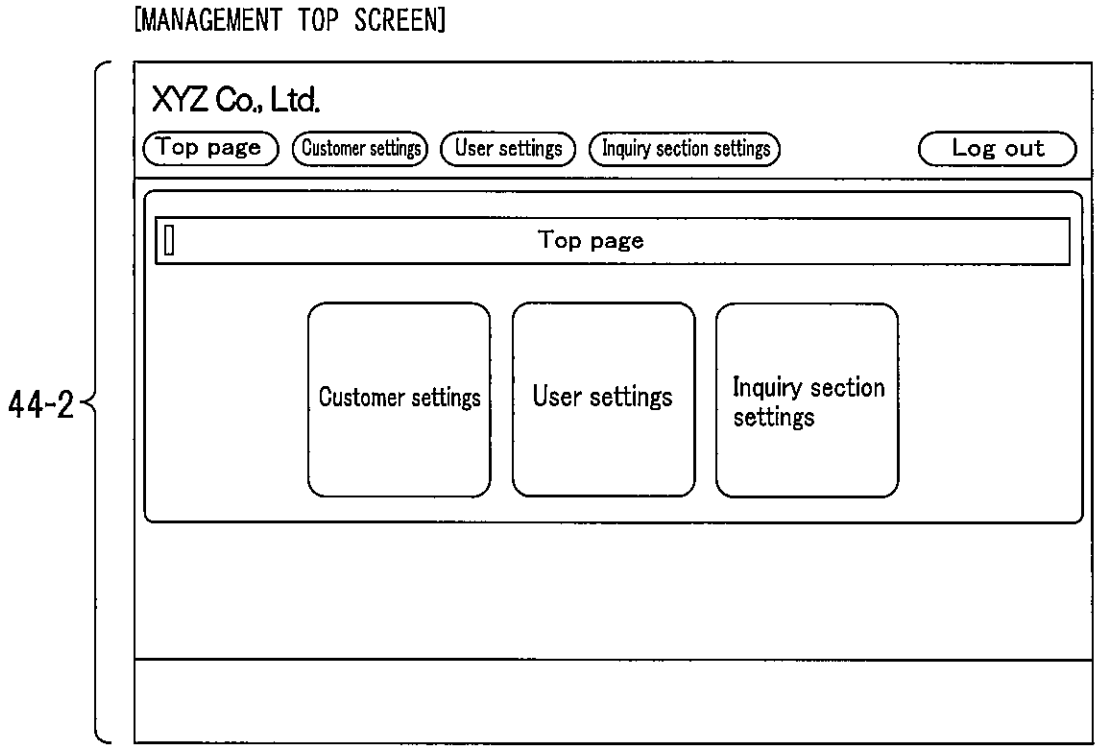
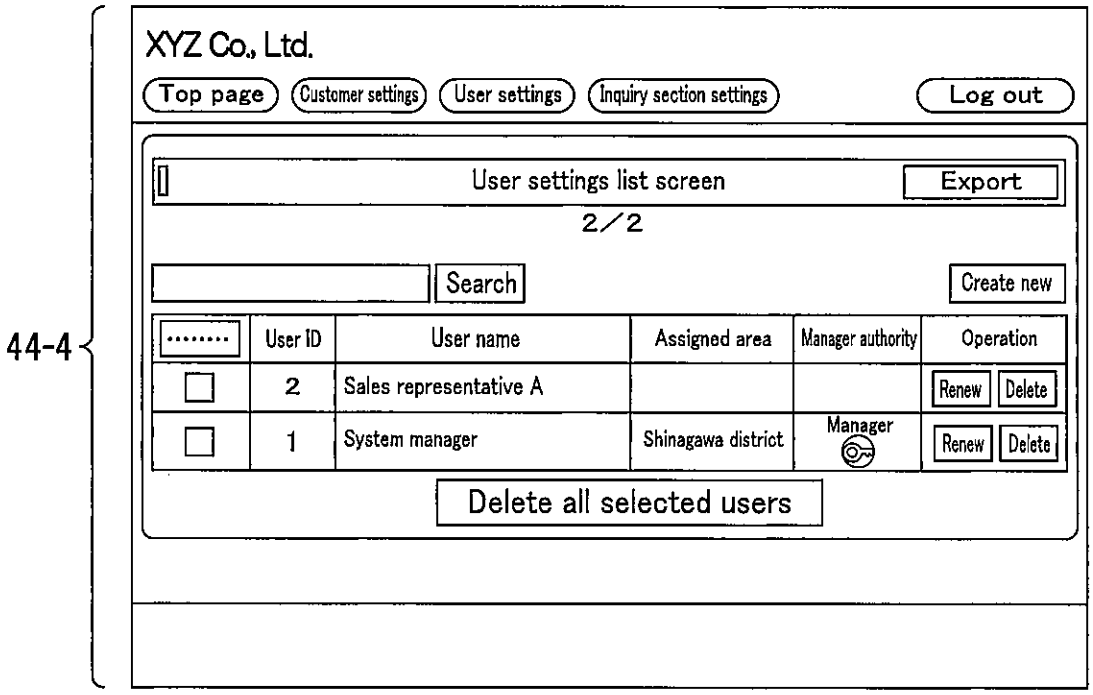

[MANAGEMENT TOP SCREEN]
XYZ Co., Ltd.
Top page
Customer settings
User settings
Inquiry section settings
Log out
Top page
Customer settings
User settings
Inquiry section settings
44-2

FIG.30

A [USER SETTINGS LIST SCREEN]



B [USER SETTINGS INFORMATION]

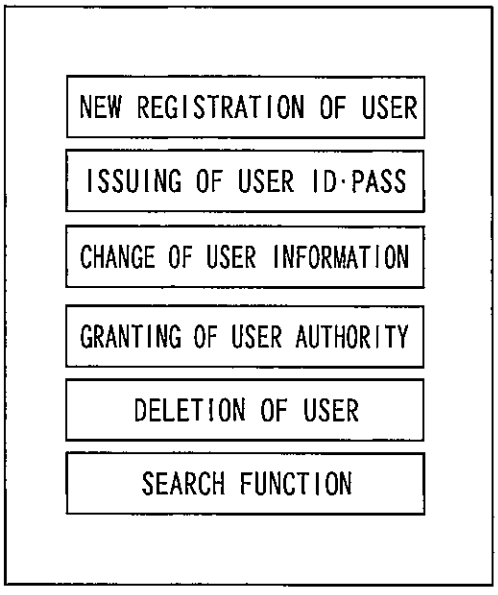
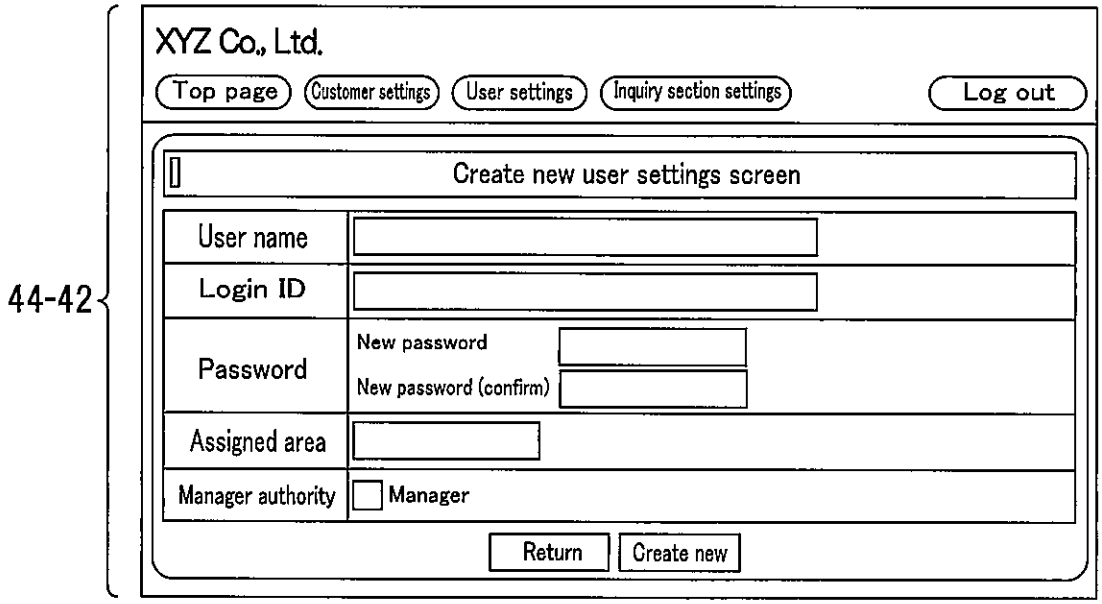


FIG.31

A [CREATE NEW USER SETTINGS SCREEN]



B [USER SETTINGS CONFIRMATION SCREEN]

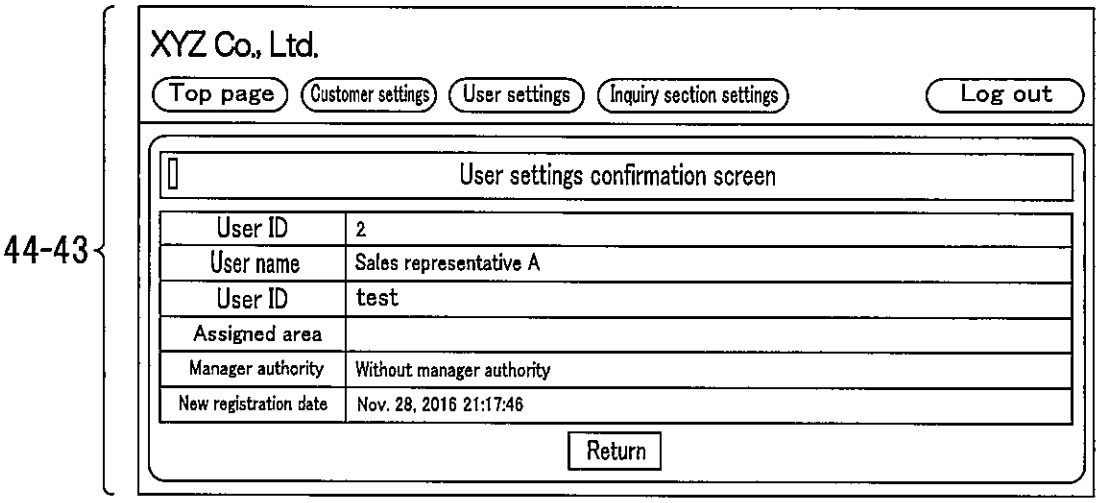
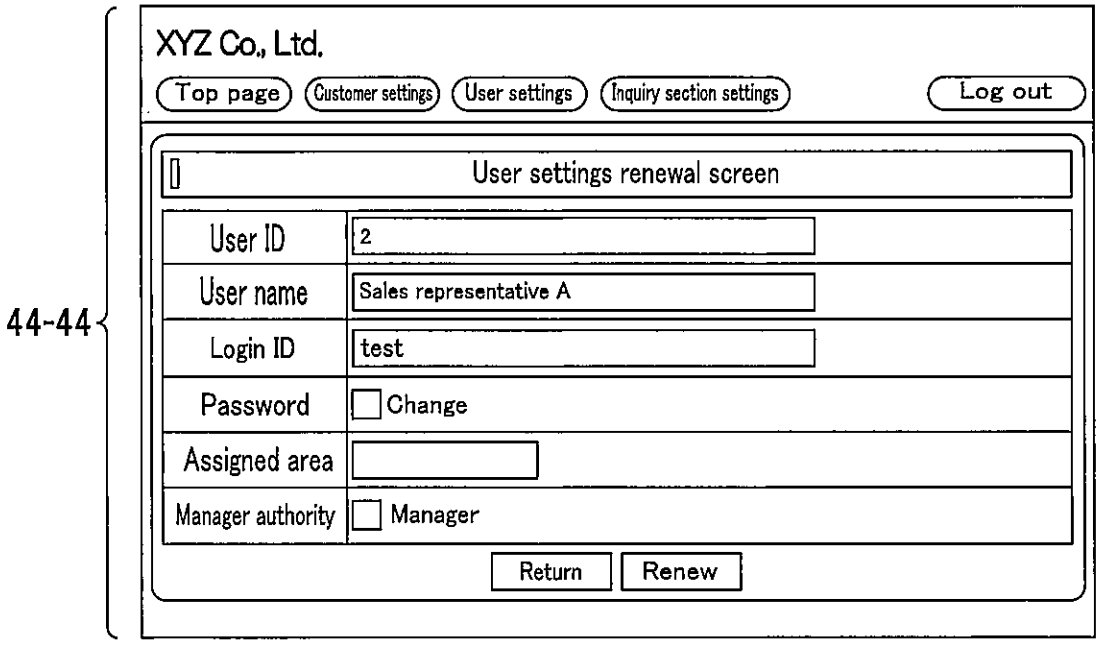


FIG.32

A [USER SETTINGS RENEWAL SCREEN]



B [USER SETTINGS DELETION CONFIRMATION SCREEN]

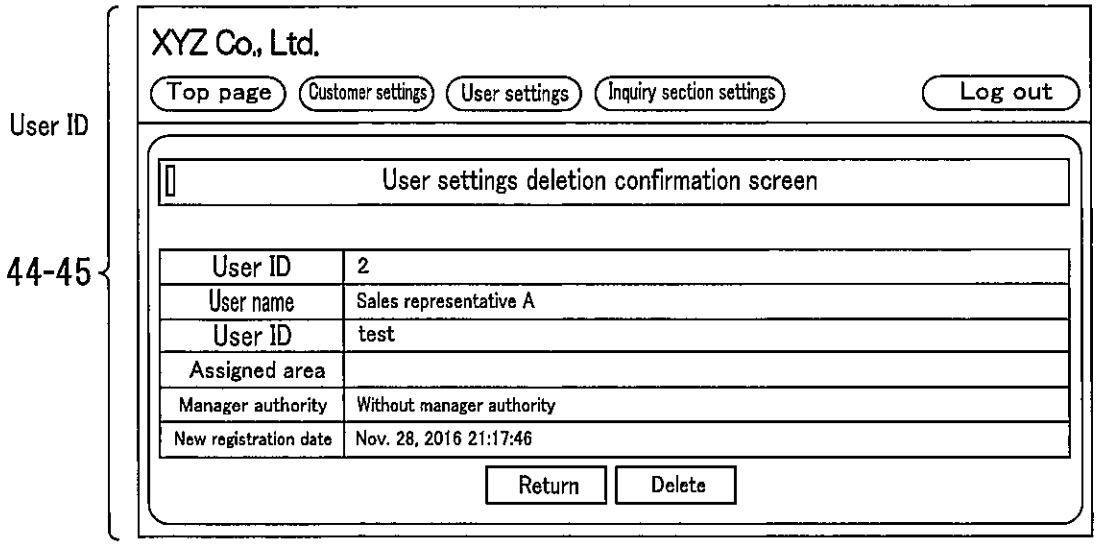


FIG.33

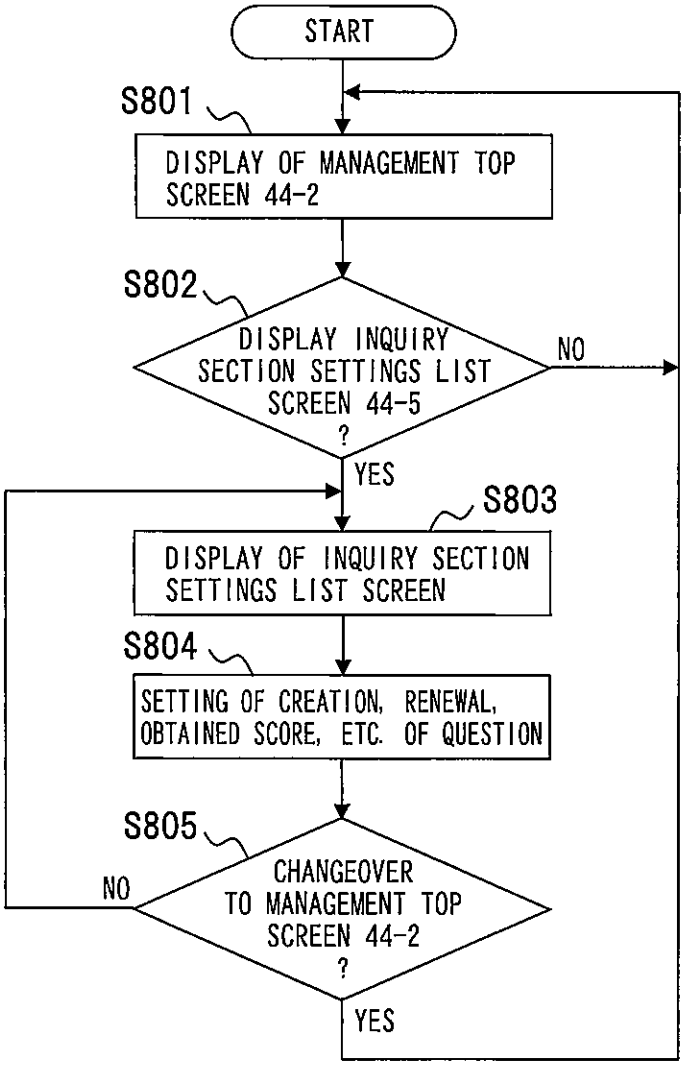
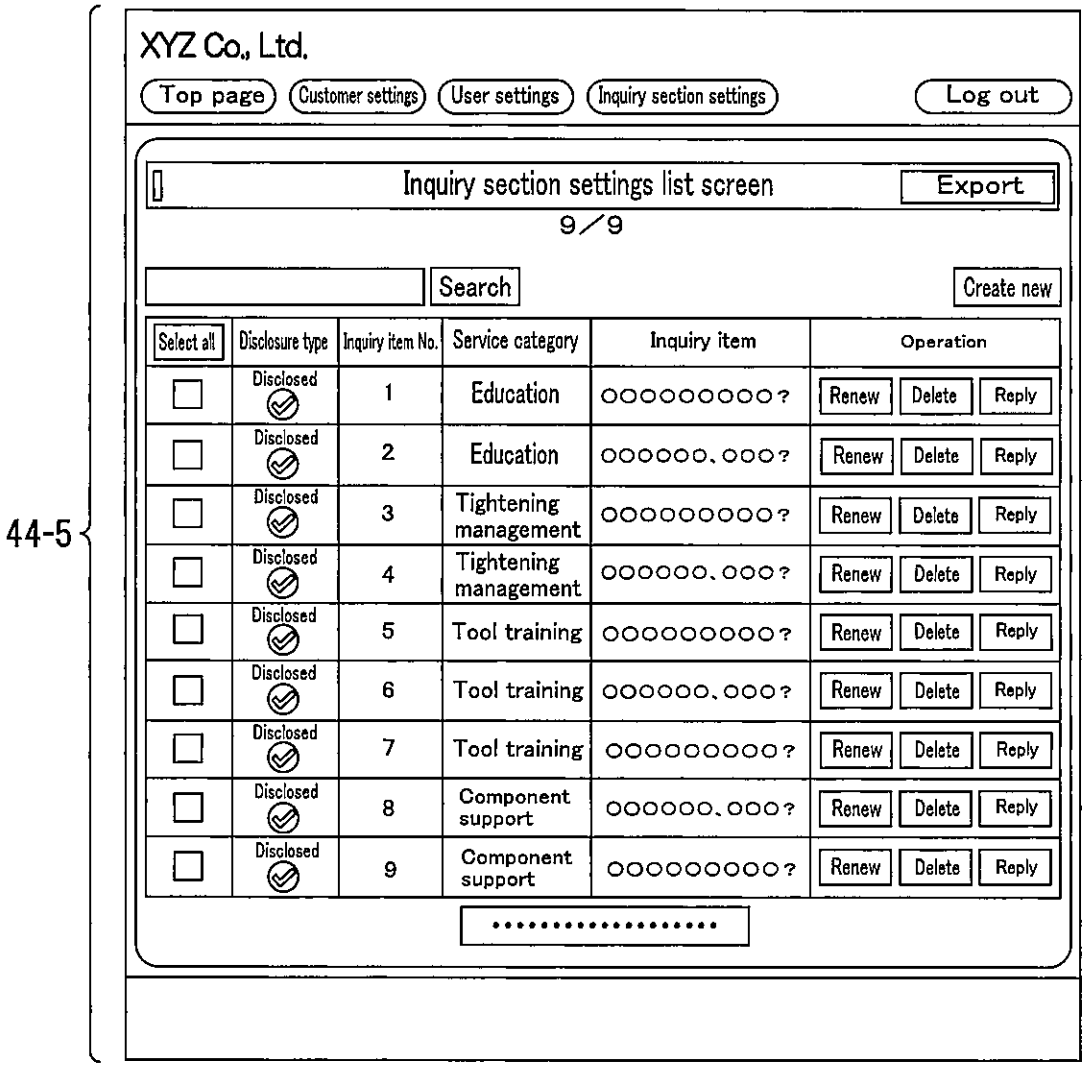

START
S801
DISPLAY OF MANAGEMENT TOP SCREEN 44-2
S802
DISPLAY INQUIRY SECTION SETTINGS LIST SCREEN 44-5 ?
NO
YES
S803
DISPLAY OF INQUIRY SECTION SETTINGS LIST SCREEN
S804
SETTING OF CREATION, RENEWAL, OBTAINED SCORE, ETC. OF QUESTION
S805
CHANGEOVER TO MANAGEMENT TOP SCREEN 44-2 ?
NO
YES

FIG.34

A [INQUIRY SECTION SETTINGS LIST SCREEN]



B [INQUIRY SETTINGS INFORMATION]

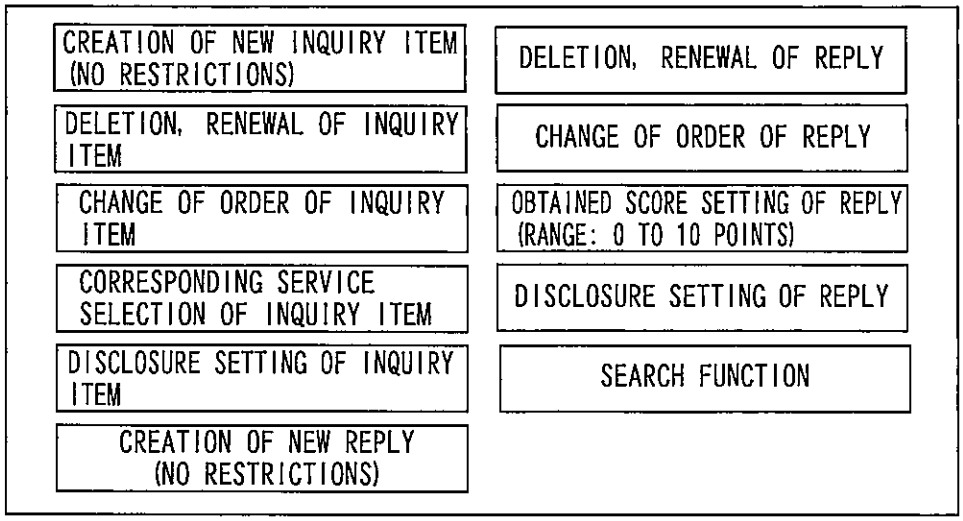
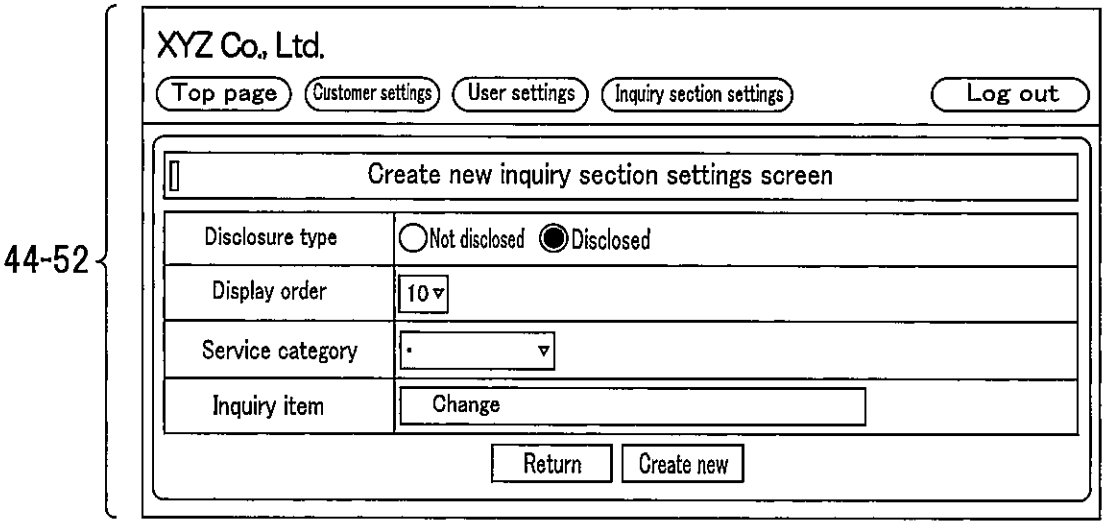


FIG.35

A [CREATE NEW INQUIRY SECTION SETTINGS SCREEN]



B [INQUIRY SECTION SETTINGS RENEWAL SCREEN]

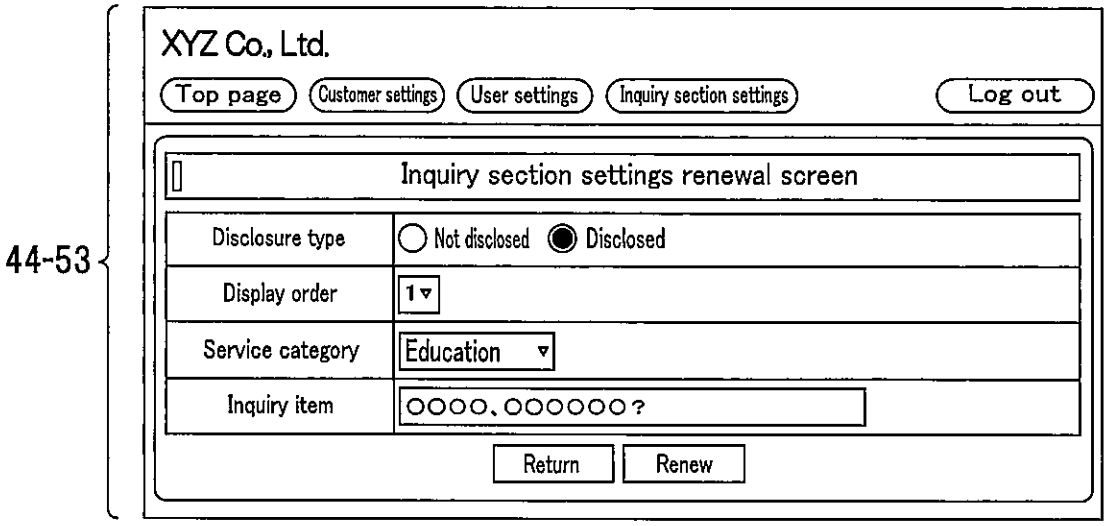
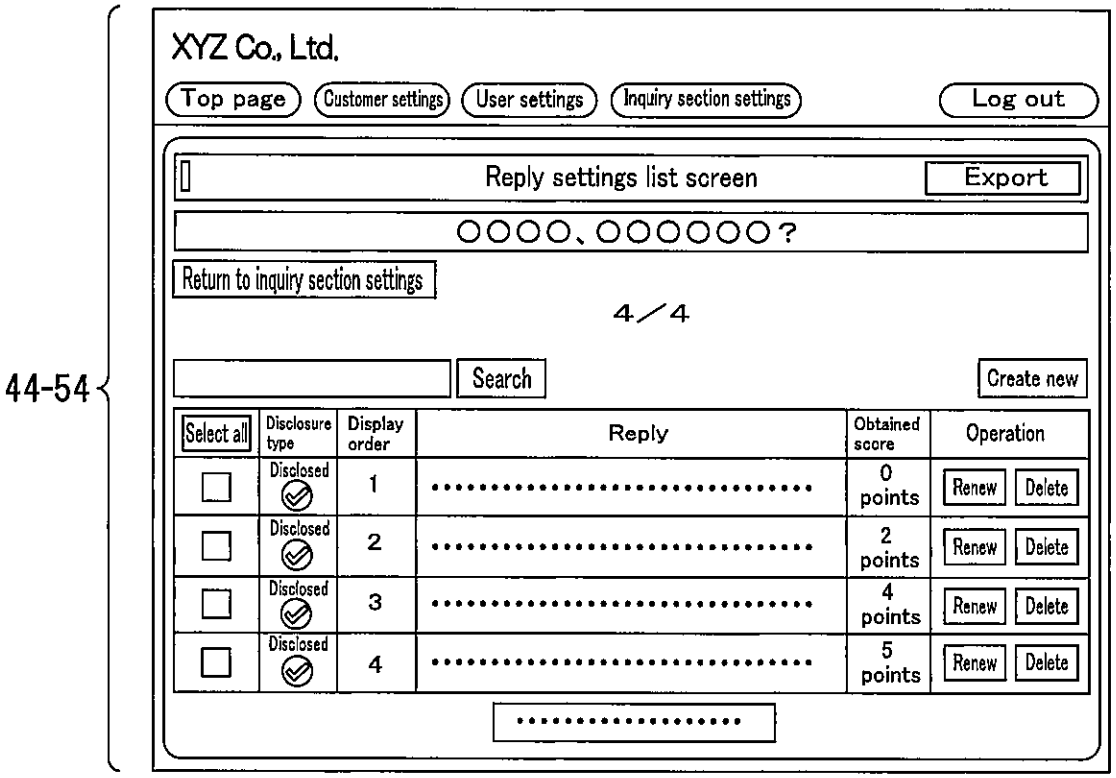


FIG.36

A [REPLY SETTINGS LIST SCREEN]



B [CREATE NEW REPLY SETTINGS SCREEN]

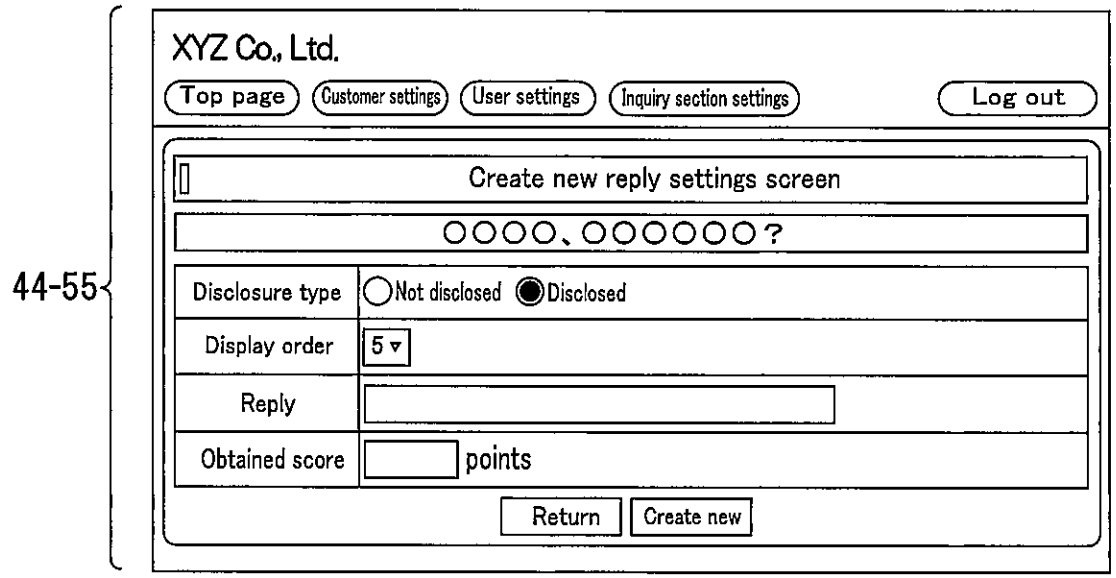


FIG.37

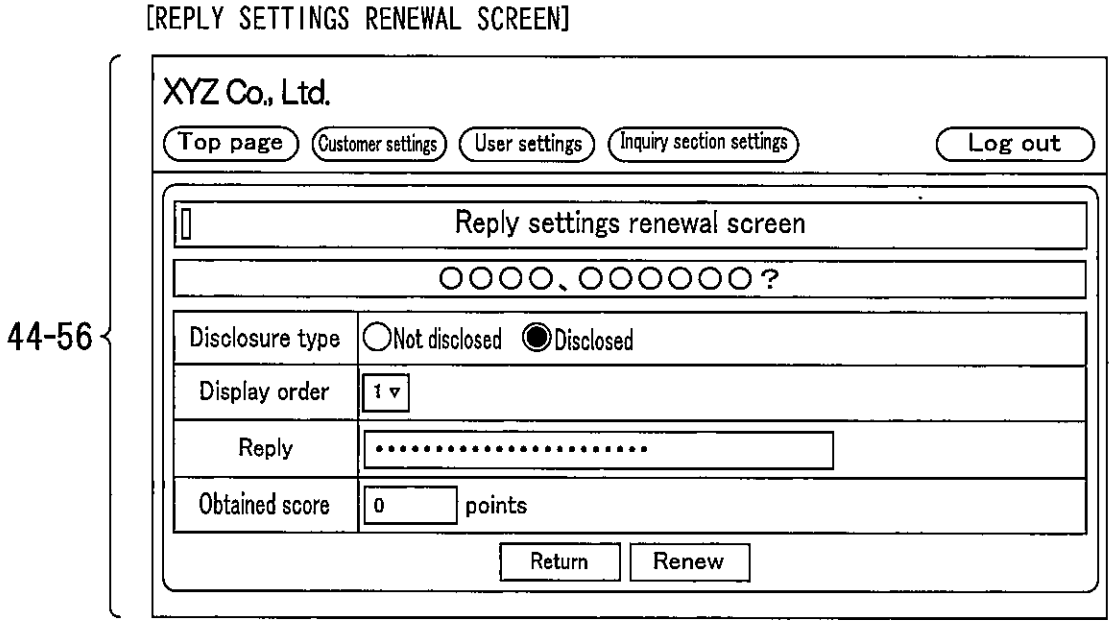

[REPLY SETTINGS RENEWAL SCREEN]
44-56
XYZ Co., Ltd.
Top page
Customer settings
User settings
Inquiry section settings
Log out
Reply settings renewal screen
○○○○、○○○○○○？
Disclosure type
Not disclosed
Disclosed
Display order
1
Reply
Obtained score
0
points
Return
Renew

FIG.38

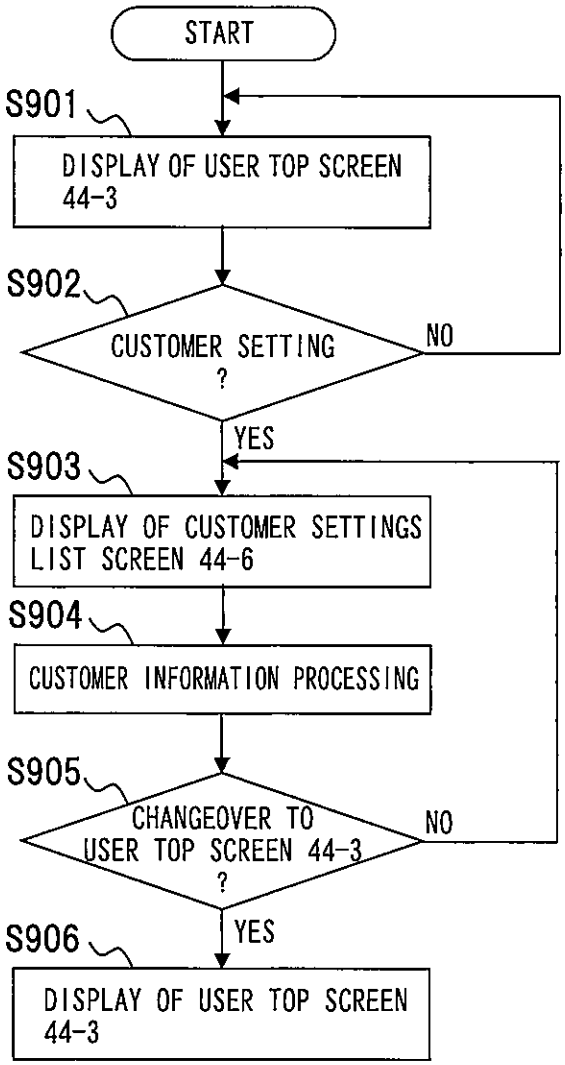

START
S901
DISPLAY OF USER TOP SCREEN 44-3
S902
CUSTOMER SETTING ?
NO
YES
S903
DISPLAY OF CUSTOMER SETTINGS LIST SCREEN 44-6
S904
CUSTOMER INFORMATION PROCESSING
S905
CHANGEOVER TO USER TOP SCREEN 44-3 ?
NO
YES
S906
DISPLAY OF USER TOP SCREEN 44-3

FIG.39

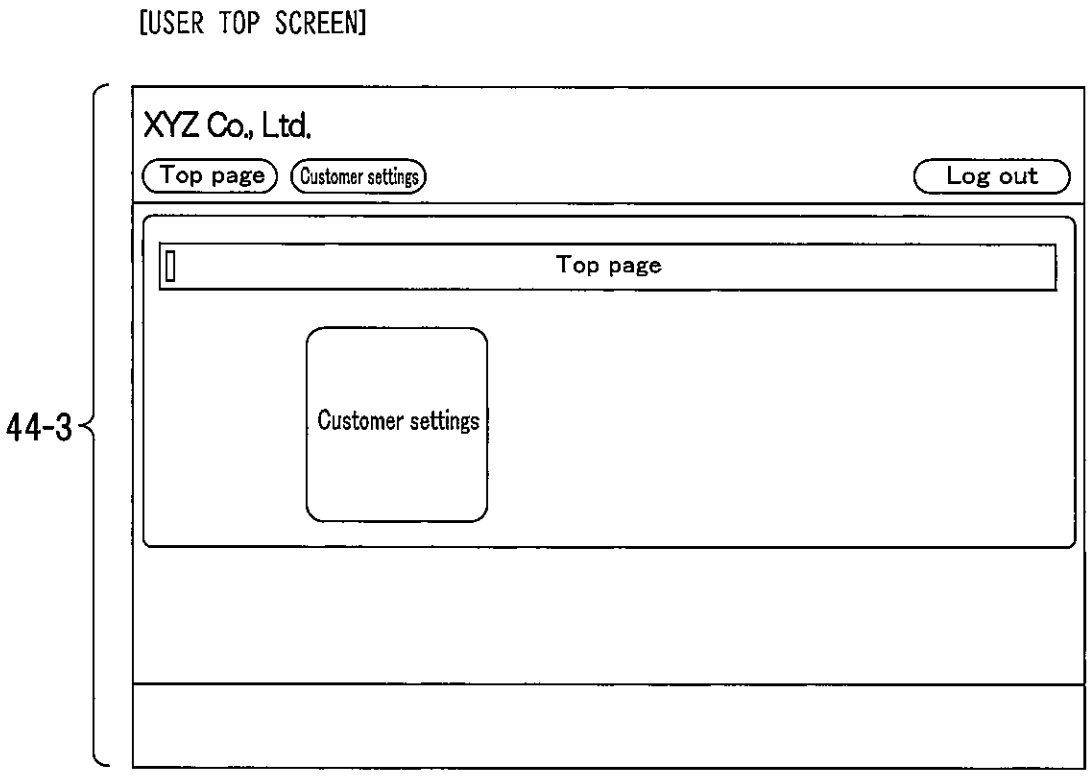
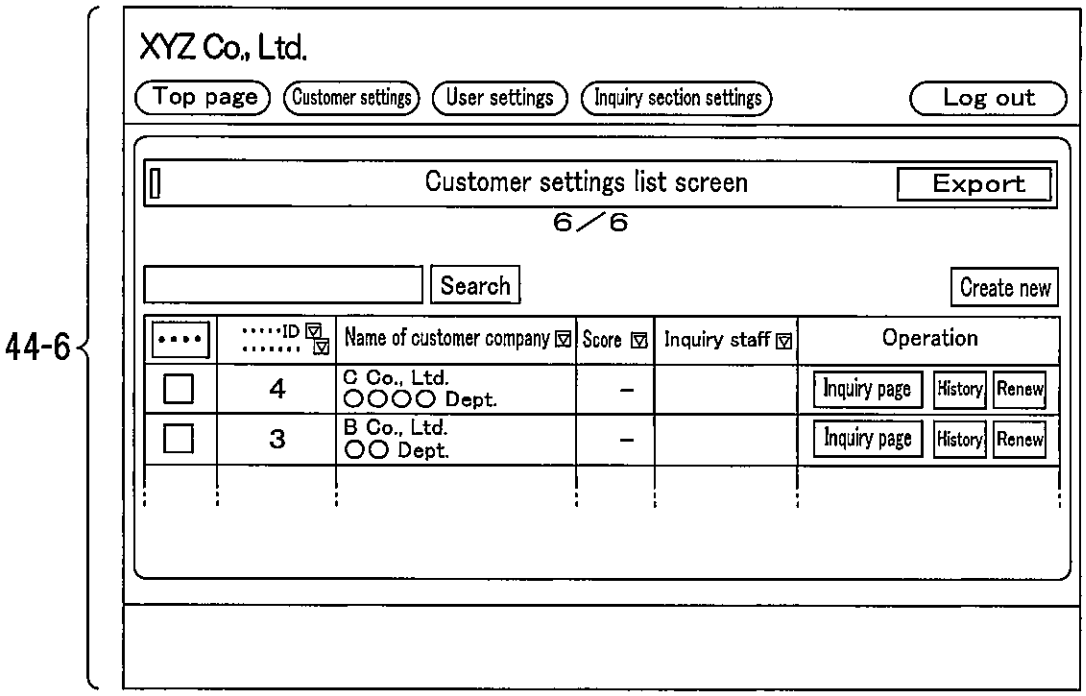

[USER TOP SCREEN]
XYZ Co., Ltd.
Top page
Customer settings
Log out
Top page
Customer settings
44-3

FIG.40

A [CUSTOMER SETTINGS LIST SCREEN]



B [CUSTOMER SETTINGS INFORMATION]

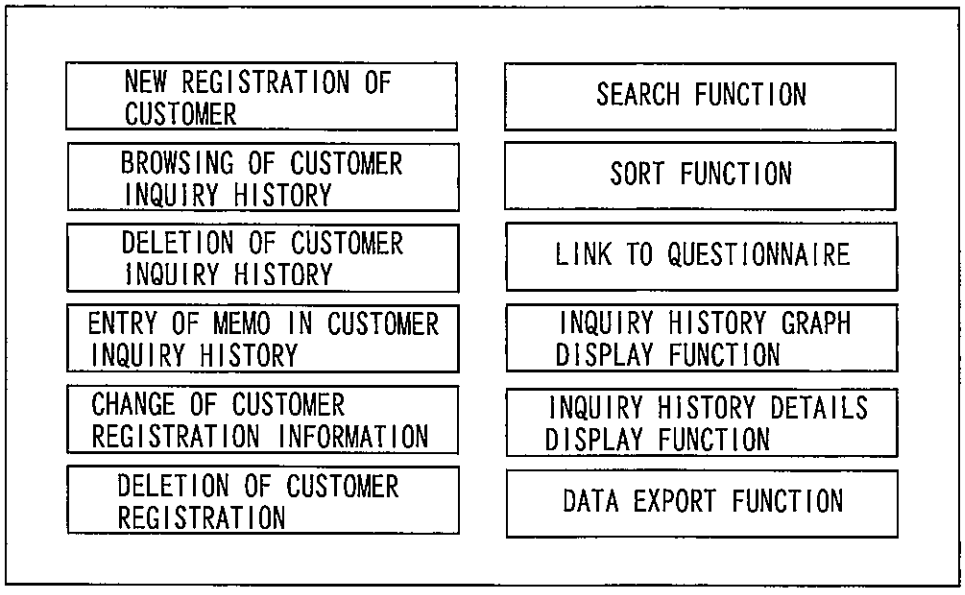
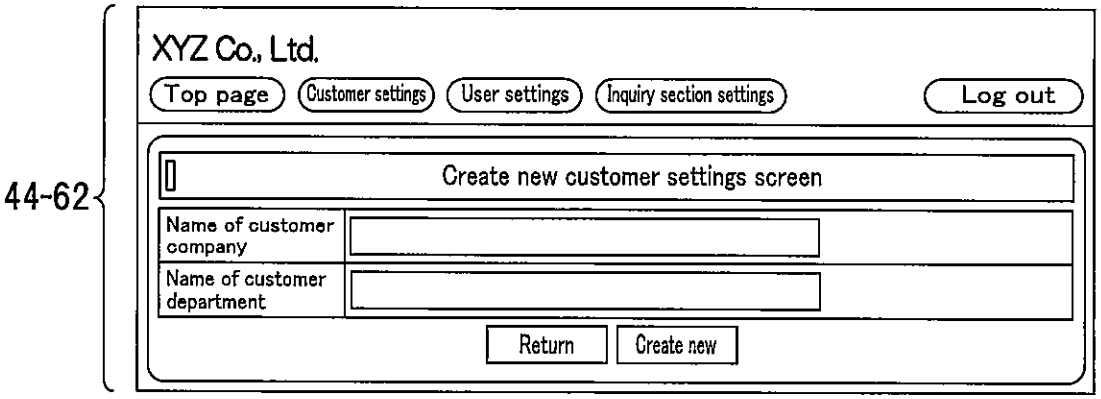


FIG.41

A [CREATE NEW CUSTOMER SETTINGS SCREEN]



B [CUSTOMER SETTINGS CONFIRMATION SCREEN]

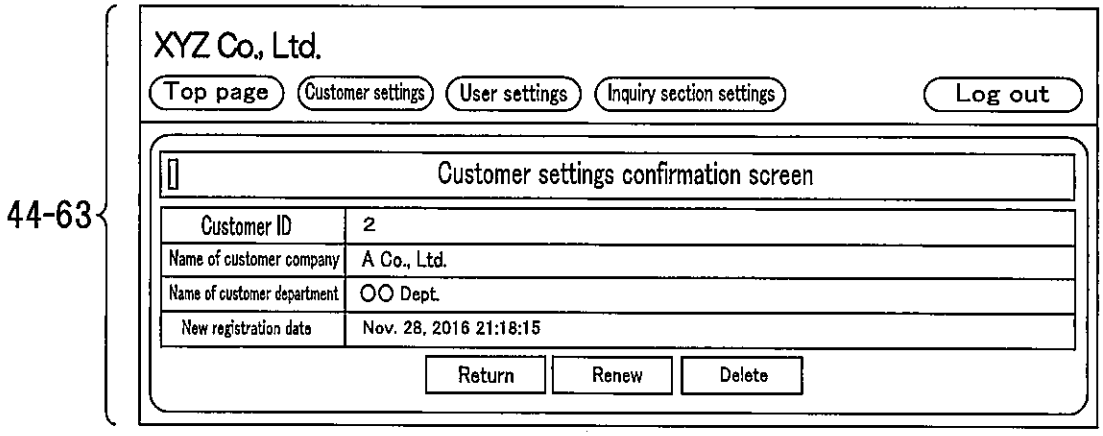


FIG.42

[HISTORY LIST SCREEN]

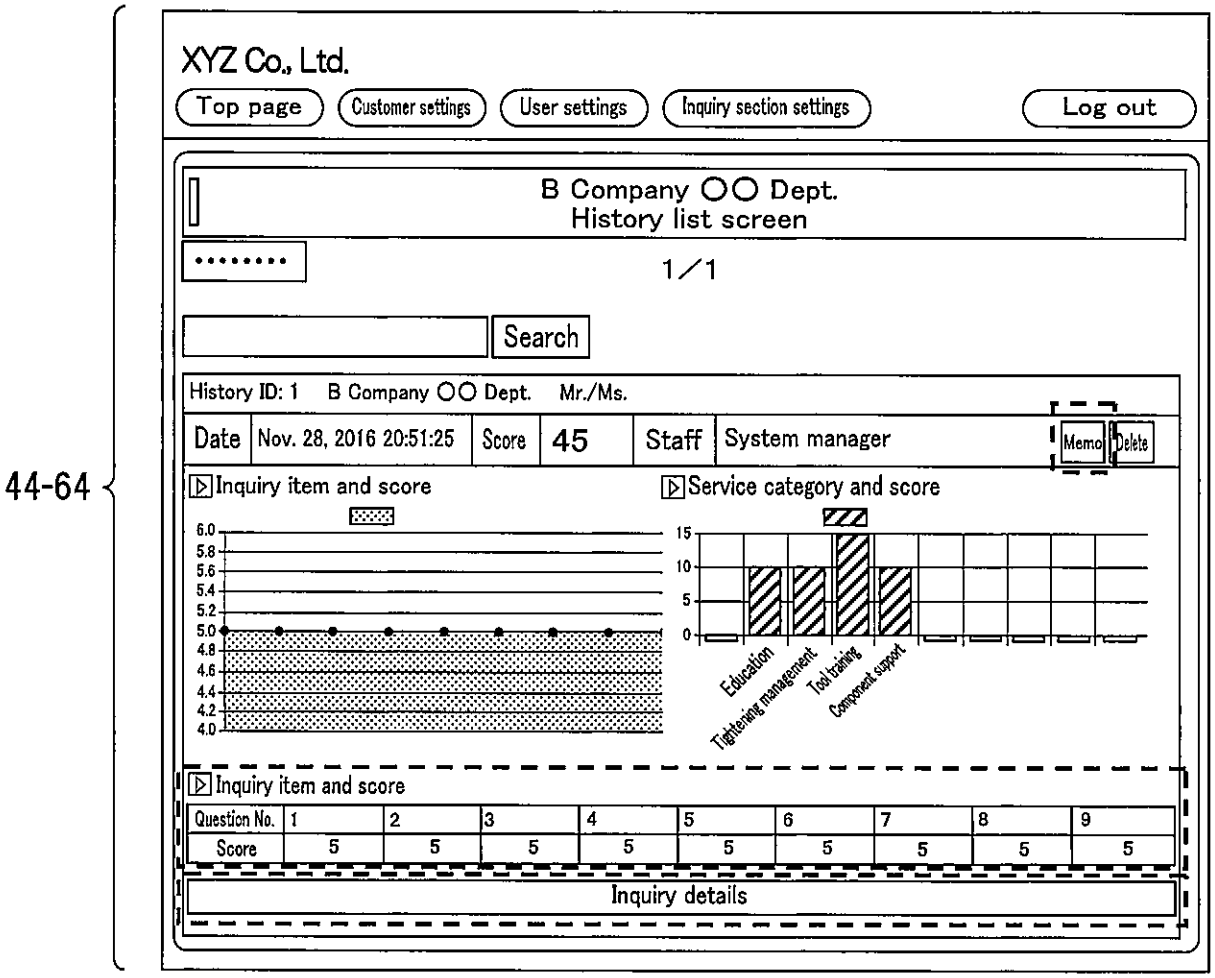
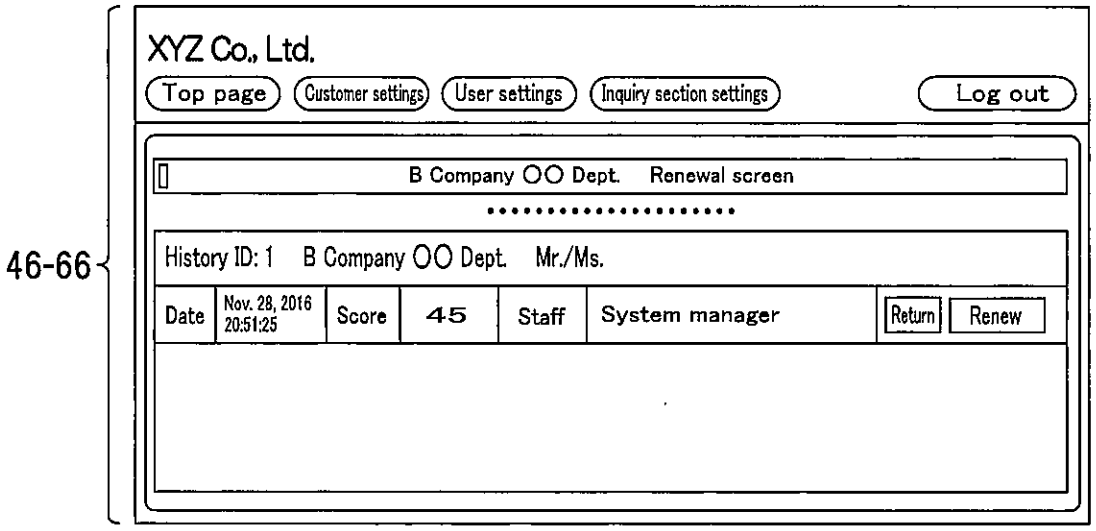
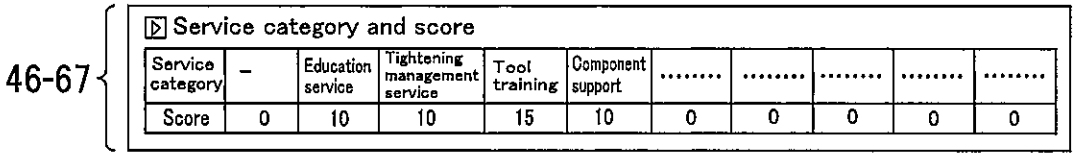


FIG.43

A [MEMO SCREEN]



B [SERVICE CATEGORY SCREEN]



C [INQUIRY DETAILS SCREEN]

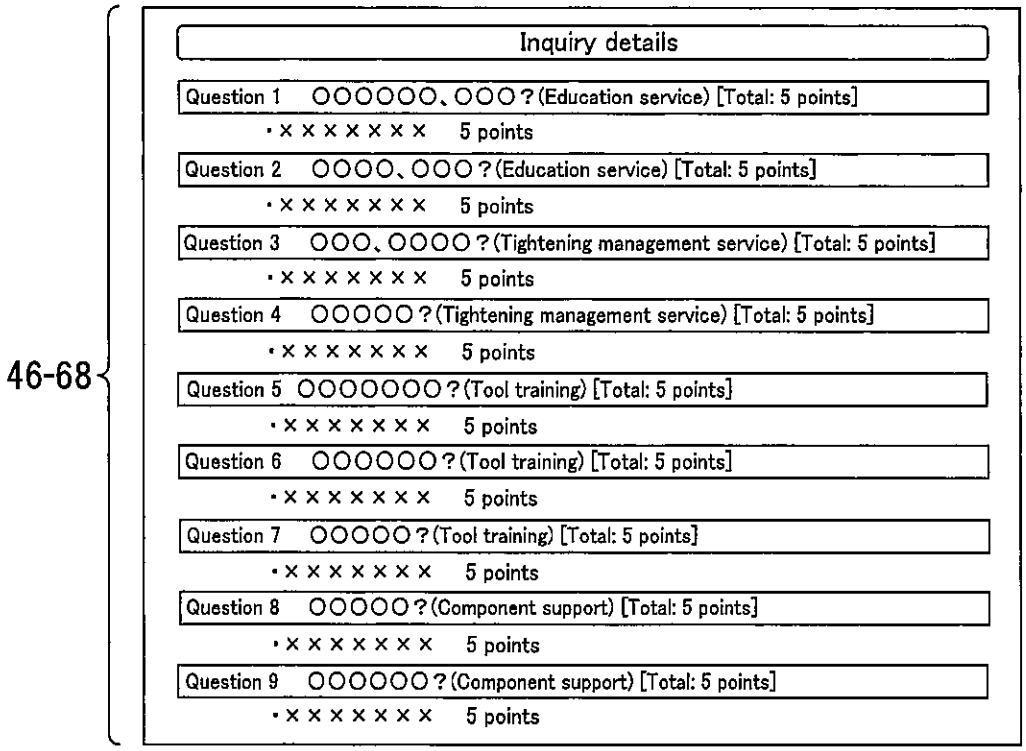


FIG.44

[CUSTOMER SETTINGS RENEWAL SCREEN]

