Exploring the ultimate drawing and writing
– and beyond, pioneering the broader inking experience

薄い本

Wacom Story Book

Issue 2

My Journey at Wacom



Cover Art_Shigeki Hibino（Wacom）『薄い本』

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wacom

Introduction

Akiko Okuyama — VP, Head of HR Japan, Taiwan & Korea

As I prepared to publish this book, I found myself reflecting deeply on a simple question:
How could we help readers discover the unique and irreplaceable people who make Wacom what it is?
I would like to express my heartfelt gratitude to the eight team members who embraced the spirit of this project and shared their stories with us. The team members featured in these pages generously shared meaningful moments from their journeys. Warm and loose connection between team members seem to give the birth to Wacom, which is the unique single living organism. This is something like big trees are living by the natrual energy, which is provided thorugh their roots under the ground. Numbers and data can tell part of a story, but they can never fully capture the energy, creativity, and humanity that live within Wacom as a single living organism. My sincere hope is that, through these real stories, you will be able to experience the heartbeat of Wacom itself.

CEO — **Nobutaka Ide**

For nearly 50,000 years, ever since people first began to draw and write, countless stories have been expressed and passed from one person to another. In this book, you will meet team members not as "resources" or "human capital," but simply as people. Each person carries a story that is uniquely their own, and each story is precious. These stories are not meant to be measured, compared, or evaluated. They simply exist here, alive and breathing within these pages. And I believe that, in itself, is something deeply meaningful. To our readers, to the team members who shared their journeys, and to the colleagues who helped bring this book to life: Thank you. You make Wacom what it is.
Now, let's begin. *My* Journey at Wacom.

Gratitude, Carried Forward
I will say thank you when I can.

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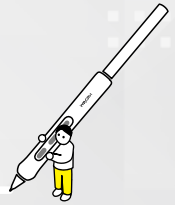
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Names of organizational units and job titles quoted in the booklet are as of May 2026.



TAGLINE

“Choose Life”



Takahito Uzaki
右崎 敬人

Senior Manager, Business Strategy
Portfolio Management
Creative Experience Unit
Inking Experience Support Group

A performance management professional supporting Wacom's Creative Business from the business side.

I could never let go of the guitar I had loved since childhood, and after much thought, I left the company I had joined as a new graduate in my mid-twenties to play in a band and work part-time at live music venues. It was during that time that I came across Wacom. After starting as a temporary staff member, then becoming a contract employee, I eventually joined the company as a full-time employee, and it has now been nearly 20 years.

My first responsibility at Wacom was managing demo units for customer trials. Watching my colleagues so focused on their work, I found myself thinking, "That looks really cool." With the goal of one day doing the same kind of work, I studied Excel and English and gradually earned opportunities to take on similar responsibilities.

Wanting to get even a little closer to my ideal, I also attended graduate school at night and completed the program. It did not suddenly make me better at my job, but it did bring about a positive change in me. More recently, I have become involved in projects such as a business recovery task force and new product planning. I am grateful for the challenging opportunities I have been given.



Some time ago, I happened to see someone on a train platform carrying a newly purchased pen display. That person reminded me of my younger self carrying home a brand-new guitar along with big dreams for the future. Wacom, my work, and my life all have their ups and downs, but I hope to make the best choices I can at every stage along the way.

Next, I'd like to pass the baton to MingYan Xu in China. He leads the team responsible for production volume planning and is an expert in inventory management. Working behind the scenes, He helps ensure products are available where they are needed.



My name is Mingyan Xu, and I am from the Wacom BBU SCM Planning Team. Before joining Wacom, I worked for three European companies that were (or had once been) Fortune 500 giants. Coming to work for Wacom—a small company I had never heard—seemed a strange and challenging decision. But the result of that decision is this: I have now spent 11 years at Wacom. That is longer than my time at the previous three big companies combined, and my journey here continues.

I still vividly remember my first major task after joining. It was to design the entire supply chain planning process and implement the JDA system to support the daily planning work. In those big corporations I came from, processes are often rigid and micromanaged. Everyone follows a fixed routine, which may be dull and restrictive sometimes. At Wacom, it was totally different. We designed the processes and systems by ourselves, and we could adapt them as the business evolved. As a team member of the project, I collaborated daily with colleagues from all over the world. In this company of just over 1,000 people, I experienced a level of globalization and cross-culture communication that rivaled my time at the Fortune 500s.

Eight years later, when it was time to upgrade and optimize our system again, my role had transformed from a team member into a project leader. The team kept online communication during the two-year pandemic but finally met together just before the new system went live and took a precious group photo.

Looking at these two photos, taken eight years apart, I see not just two successful projects, but my own growth and transformation at Wacom—from a process follower to a creator and designer, from a team member to a leader.

Thus, my personal tagline is “蜕变” (Transformation). And looking back over the past decade, I see that Wacom herself has also completed the great transformation of globalization, becoming an international company that is truly Open, Flexible, Innovative, and Creative.

I sincerely look forward to continuing this journey of growth together with Wacom for many years to come.



Supporting Wacom's business by aligning product supply with demand from China.

TAGLINE

蜕变・Transformation
变容

MingYan Xu
徐名彦

Director, Creative Experience Supply & Demand Planning
SCM
Creative Experience Unit
Inking Experience Support Group

Illustration：Yoshifumi Takeda (people), Mao Nishida (spot illustration)



Hee-Jung Kim
김희정

Manager, Customer Quality Support
Technology Solution Unit1
Inking Experience Support Group

A reliable team member contributing to S Pen quality from Korea and supporting colleagues across Japan, Vietnam, and China.

TAGLINE

무리하지마!
Don't overdo it!

I joined Wacom in 2012 while looking for a job where I could use Japanese. At that time, the mobile phone market was being dominated by the Samsung Galaxy Note in Korea. It was an innovative mobile device equipped with a digital pen. The digital pen, called the S Pen, was so groundbreaking that some people bought the phone specifically to use it.

To be honest, I did not know much about Wacom, but after joining I was surprised to learn that Wacom developed and manufactured the S Pen, and I became responsible for its quality management. For me, Wacom, the company that made the S Pen, was a source of pride.

However, in reality, every day brought new challenges. In the beginning, there were times when I had to stay at customer sites for days on end. Amid the differences between Japanese and Korean corporate cultures, Wacom Korea worked incredibly hard to bridge the gap.

Those demanding days continued for a while, but that is no longer the case today. Over the years, through the methods and experience we accumulated, we came to understand our customers much better. At the same time, the quality of the S Pen improved even further, and we achieved significant growth and transformation, eventually earning supplier excellence awards.



If someone asked me, "Would you like to go back 13 years?" I would answer YES without hesitation. I would love to revisit those memorable experiences and cherished memories. And even as I grow older, I would like to proudly declare: We successfully helped bring the essence of the Galaxy Note, which excited people around the world in the early 21st century, to life through the S Pen!

Taking this opportunity, I would like to express my gratitude to Wacom and our customers. "Kamsahamnida!"



Since my student days, I have always been captivated by a question: How can such tiny components operate in perfect harmony to create modern devices that change the entire world? Driven by this curiosity, in 2019, I was thrilled to take on the role of Customer Support for Wacom 3rd party, specifically handling the S-Pen product quality support for Samsung Vietnam customer. This period provided me with a general overview of how an electronics company functions, from basic manufacturing standards to the essential qualities required of a skilled Customer Quality Support Engineer.

Later, when Wacom officially established its legal entity in Vietnam, I had the honor of being one of the branch's first employees. During those early stages, I wore many hats—from supporting the office setup to customer support and production quality assistance. It was an incredibly busy yet unforgettable chapter of my career.

Currently, in my role as a Customer Quality Support Engineer, I serve as the vital bridge between the demanding quality expectations of customers and the internal pressures of production schedules, technical constraints, and costs. This role requires me to strive every day to collaborate effectively with colleagues, handling situations flexibly and optimizing costs, to meet customer quality standards.

Through these experiences, my teamwork, reporting, and problem-solving skills have steadily evolved. I have also gained a deeper understanding of production processes, quality control, and failure analysis, while gradually building stronger relationships with our customers. Together with the Wacom Vietnam team, I have grown steadily and contributed to achieving high customer satisfaction.

TAGLINE

Tốt hơn mỗi ngày
Better every day



Wendy Dau
Đậu Thị Thùy Dung

Senior Engineer, Customer Quality Support Vietnam
Production Management Vietnam
Quality Assurance Group

Helping build Wacom Vietnam from its earliest days while supporting customers locally.

TAGLINE

Architecting the Invisible Medium of Human Expression



Joss Giffard-Burley

Director, Ink Ecosystem Architecture
Software Technology and Experience Development
Engineering Group

Based in Frome, UK, leading the development of software technologies that connect Wacom to the future, including Wacom Yuify.

My journey at Wacom has been defined by the leaders who saw potential in me before I saw it in myself. I had the privilege of being mentored by Nick, who brought me through his team and refined my technical instincts into a leadership mindset. He eventually "set me free," empowering me to establish and lead my own Architecture team—a moment of profound professional independence.

However, the most significant turning point came two years ago when Nick passed away. I stepped back in to lead his team alongside my own, not out of ambition, but out of a deep sense of duty. I knew that the respect we had built as peers was the only foundation strong enough to maintain the team's integrity during such a difficult transition. Having Nick's son, Tom, as a part of my own team today is a daily reminder that our true "legacy" at Wacom isn't the code we write, but the people we grow.

In software, we often talk about "tools," but Wacom Yuify taught me that we are actually building a medium—the very digital fabric through which artists express themselves. Watching Wacom Yuify transition from a speculative "skunkworks" project to a core product initiative was a pivotal moment. We realised that for an artist, digital creativity is a moment of extreme vulnerability. Our mission shifted: we weren't just building a feature; we were architecting a Sanctuary of Trust. By protecting the provenance of an artist's work, we ensure that our technology remains an invisible, reliable bridge between their imagination and the world.



As our products reach further, so does the scope of how we collaborate. A major turning point for me has been learning to navigate our global landscape. Under the guidance of mentors like Kamalesh, I've come to understand that technical excellence is only half the equation; the other half is finding harmony across different cultures and business goals. It's about being an engineer at heart, but a collaborator in practice. I see my role now as a bridge—helping to translate complex architectural ideas into shared initiatives that respect Wacom's deep-rooted heritage while bringing our teams across Japan, Europe, and the rest of the world closer together. Because ultimately, the most enduring architectures we build aren't made of code—they are the human connections and trusted mediums that empower the world to create.

TAGLINE

Creating to Connect



Christopher Diego

Senior Specialist, Digital Media and Community Engagement
Business Streams Americas
Creative Experience Unit
Inking Experience Support Group

An artist himself, bringing his own creative experience to connect with the community.

My first experience with Wacom was going to events at the Experience Center in Portland. I was going to artist talks and community events wanting to learn more about digital art. A position opened up working in the Experience Center and I was hired on part time to assist with events and answer questions about our products. It was during this time that I really began to fall in love with digital art. The time in the Experience Center gave me the opportunity to practice my photography, illustration, and video skills. I realized the more I grew as an artist the more I was able to connect with our community.

Those early years in Wacom also included the Covid-19 Pandemic. This time was scary and strange in so many ways, but it also gave me the opportunity to become more versed in social and digital communication. I learned how to cultivate community through social platforms like Instagram, Twitch and Discord. I was able to connect with a community on a global scale.



Building community through events like Creative Mornings, art clubs, and artist-focused meetups has been deeply rewarding on a personal level. My time at the Portland Experience Center has connected me with people I now consider some of my closest friends. Wacom has a unique ability to create spaces where artists can truly be themselves and find authentic community. The opportunity to bring people together while continuing to grow as an artist is a big part of what has kept me at this company.

I'm now in my eighth year with Wacom creating Digital Content for Marketing and continuing growing our Community Engagement through events. I am also being given the opportunity to attend tradeshows and speak with our customers face to face. I feel fortunate that I am able to speak with artists who are just starting their career, but also talk with professionals who have been honing their craft for years. As a company, our goal is to live in our communities. As an employee I strive to be an artist that can speak to our communities on a deeply personal level. I draw on a Cintiq everyday so I can speak to our illustrators. I edit images with an Intuos Pro so I can relate to our photographers. I create video content so I can keep Wacom relevant and be able to share our story with as many people as possible.

I am a patent attorney and have been working in Intellectual Property (the IP Department) since joining Wacom in 2013.

Wacom has traditionally been recognized as a company with strong IP capabilities, with a history that goes back to the foundational patents for EMR (Electro-Magnetic Resonance technology). I have worked with like-minded colleagues to build upon that tradition and strengthen our intellectual property portfolio. Looking back, I realize that I was once fascinated by the potential of IP rights to secure exclusive control over technologies, and I had what could be called an "IP-centric" view, much like the old "geocentric" model of the universe — the idea that the world revolved around intellectual property.

However, through new challenges with our CEO, Nobu, and colleagues across different departments, my perspective began to change. I realized that intellectual property work is also part of a larger organizational system, moving together with the people around it. I came to see this as a "knowledge-in-motion" perspective — a shift akin to the "heliocentric" theory, where IP is no longer the stationary center but moves dynamically with the rest of the company. It is a perspective that creates new and exciting experiences and allows me to experience a part of them myself.

I recognized that activities I once felt were centered around intellectual property—such as acquiring IP rights, licensing, handling litigation, and even discussions with the patent office—were actually part of larger movements within the company as a whole. Through conversations with top management, as well as by observing the work of colleagues in other departments, I learned that moving together toward a shared goal creates more exciting experiences, and I feel that I have become able to play my role more naturally as part of the organization as a whole.

Going forward, I would like to continue doing my best together with colleagues who share our goals.

I pass the baton to Hiroshi Mizuhashi, who is taking on the challenge of developing new products while challenging conventional thinking around EMR.



Naoki Watanabe
渡辺 直樹

Director, Intellectual Property
Intellectual Property

Wacom's "Mr. Intellectual Property." Supporting engineering and business with his passion and expertise.

TAGLINE

一刀三礼

One stroke, three bows





TAGLINE

継続が、
成果をつくる

Consistency Creates Results



Hiroshi Mizuhashi
水橋 比呂志

Director, Principal Technologist,
EMR Technology
EMR Module
Engineering Group

An engineer dedicated to developing and implementing new technologies. Leading many colleagues toward shared goals.

Since joining Wacom in 2021, I have been working as an engineer in EMR Technology. Throughout my many years working in technical development, I believed that my role was to create new technologies and hand them over to the design team. I thought that focusing on this aspect of my work was the most important.

At Wacom, I initially approached my work with the same mindset. I became involved in a technology development project where other departments, including Intellectual Property, Marketing, Sales, and Sourcing, were conducting their own discussions in parallel from a relatively early stage of development. In technical development, focusing too much on the technology itself can sometimes result in an approach that overlooks broader perspectives. However, in this project, multiple departments worked together with the shared goal of bringing a product to market, considering the project from their respective perspectives. As a result, even though we were developing a fundamental technology, we could move forward while considering not only the technologies required by customers and the market, but also the right timing and cost considerations. This experience significantly changed the way I think about the technology development process. I learned that technology does not create value on its own; it only becomes meaningful when it is positioned within the broader business context. I also feel that this kind of collaboration is possible because of Wacom's open and collaborative culture.

Going forward, I would like to continuously strengthen our technological capabilities while fostering collaboration with other departments and maintaining a broader business perspective, with the goal of pursuing higher-value technology development.