

# PROFILE



## Shigeru Takagaki

**President and Representative Director**

**Delvaux Japan K.K.**

Shigeru Takagaki started his career in 1994 firstly at A.P. Moller-Maersk, known as the biggest shipping company in the world. Based in Japan, Shigeru was at first in charge of container stowage planning, shipping operation, and later as an account executive and 3PL (3<sup>rd</sup> party logistics) Supply Chain Management project manager for various clients.

In 1998, Shigeru joined Louis Vuitton in Japan in its logistics department. Since then, he has been working in the Luxury & Fashion industry for nearly 2 decades including Louis Vuitton, LVMH Fashion Group, and Berluti, as well as including 2 years of mission in Paris. Shigeru has accumulated widely diversified experience in Logistics, Supply Chain management, Product Quality, After Sales Services, as well as in Digital Marketing (Web & Mobile), and in different modes of Retail such as Store operations, E-Commerce, Customer Service Center, and Call Center (Phone Shopping). Shigeru has been in current position since May 2017.

His presentation will be mainly focused on “How to delight Japanese Customers”, mainly from the view point of Products, Quality, Services, In-Store environment, as well as current challenges and future opportunities for such an ultimate luxury maison - Delvaux.