

VIAC – Questionnaire for Mediators

1. **Name:** Mari Ono

2. **Nationality:** Japanese

3. **Contact information**

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4. **Education and professional experience (original profession; where did you study?):**

Please add your CV!

5. **Core area of current professional activity:**

- Management consulting on Manufacturing companies, especially Japanese or American companies with factories or branches in Southeast Asia.
- Facilitation of project meetings (ranging from 2 people to 100 people) and mediating project issues (e.g. business vs technical, schedule vs quality)

6. **Accreditation in the field of ADR (including relevant trainings and connected qualifications):**

- Basic and Practicum training by New York Peace Institute

7. **Practical experience in mediation**

- How many (international) mediations have you participated in
 - Approximately 10 cases as a single mediator in the past four months
 - Mediation during the project work at the company
 - Business management and project management areas (for example discussing cultural differences and how to create a new culture within an organization which is undergoing a merger)
 - Complex cases, but no legal experts involved. Each case took at least 2 sessions.
- 8 cases as single mediator in the past four months
- administered as part of the OVAL (Our Vision for Asian Leadership) program
- Teamwork (cultural differences, language barriers, personal capability or motivational differences)
- Fairly simple to complex, no legal experts involved, but complex issues took more than one session
- How often have you acted in a different function (e.g. consultant, expert)?
 - My regular occupancy is a management consultant, but when I am a mediator, I do not introduce myself that I do management consulting nor have my expertise get involved in the issue.
 - For University student cases, since they sometimes directly ask for tips (e.g. how to keep the discussion from on topic, and not wander away to gossip or personal topics), I suggest time keeping techniques and ask if some of them are feasible.
- What other ADR-experience do you have?
 - No other credentials
 - Facilitation training done in 2006

8. Languages (including levels)

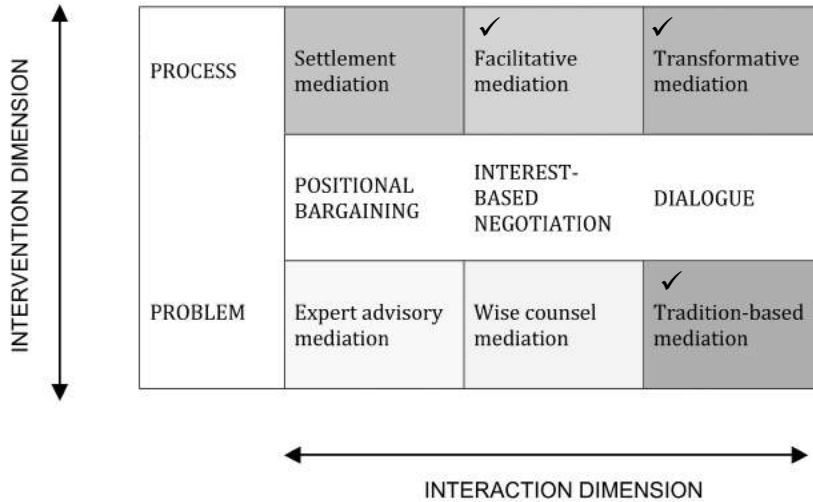
Mother tongue: English, Japanese

Working languages (i.e. languages in which you have both a spoken and written command so that you may conduct mediation proceedings in this language):

Basic knowledge: German, Spanish

Style of mediation

Where do you see yourself? Please tick box as appropriate or indicate your preferred style.



© Alexander, Nadja (2011) "The Mediation Meta-Model - the realities of mediation practice," *ADR Bulletin*: Vol. 12: No. 6, Article 5. Available at: <http://epublications.bond.edu.au/adr/vol12/iss6/5>; see also here for a detailed description of the 6 mediation styles.

9. Please describe aspects of your personality which could be interesting to clients you are going to mediate; what would former clients emphasize in your work?

- American and Japanese bi-cultural background, extensive experience in consulting manufacturing companies (often visiting factories in Japan, China and Singapore) on Supply Chain Management, IT, Risk Management and Post-Merger Integration.
- My clients have mentioned that I value teamwork and collaboration with international teams.

10. Publications and other activities in ADR related matters (e.g. training sessions, seminars, conferences, articles and others):

- Currently working to create an organization of mediation in Japan, organizing training and practice sessions in Tokyo

11. Memberships in mediation institutions / functions in mediation institutions/organizations:

- Currently working to create an organization of mediation in Japan
- Working with the New York Peace Institute and Damali Law LLC (in New York, U.S.A) for supervision and continuing education and training.

12. Special expertise or specializations (please list a maximum of three) in your ADR-practice:

- Corporate management (especially for manufacturing companies undergoing restructuring, organizational/cultural changes, Merger & Acquisitions and Post-Merger Integration activities.)
- Workplace conflict resolution (improving teamwork, efficiency and effectiveness)
- University student conflict resolution (improving teamwork and university experience)

13. Soft Skills (e.g. intercultural competences):

- Extensive experience on mediation based on Asian and American cultural differences (experienced in multiple cases with teams consisting from Asian countries, as well – mediating differences between Chinese, Korean, Japanese, Singaporean, Malaysian, Vietnamese, Thai, Indonesian and Philippine backgrounded members)
- Experience in working with different manufacturing and product development methodologies, such as Lean and Six Sigma production methodologies and Design Thinking methodology.

14. How do you ensure your professional quality (e.g. coaching, practice supervision, etc)?

- Working with the New York Peace Institute and Damali Law LLC (in New York, U.S.A) for supervision and continuing education and training.

15. Date of birth:1981/Jan/05

VIAC offers mediation practitioners the possibility to present themselves on its website. VIAC reserves the right to publish any presentations submitted and to remove it as the case may be. Parties are free to nominate a mediator of their choice and so is the VIAC Board when appointing a mediator. These presentations do not constitute recommendations but may assist the parties in choosing a mediator willing to conduct proceedings according to the Vienna Mediation Rules. The fact that a mediation practitioner appears on this list, does not authorize this person to use the title "VIAC-mediator".

I have completed this questionnaire to the above to the best of my knowledge and believe they are accurate.

I hereby consent that the data provided in this questionnaire may be processed for the appointment of mediators and published by VIAC. This includes in particular publication on the website of VIAC as well as use in any presentations, etc. This consent may be withdrawn at any time by contacting VIAC at our general contacts, in particular by email addressed to office@viac.eu. The consequence of any such withdrawal will be that my data will no longer be processed by VIAC. For further information see our privacy statement at www.viac.eu.



August 23, 2018
Date

and

Signature

PERSONAL INFORMATION



Mari Ono

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Date of birth Jan 5, 1981 | Nationality Japanese

PERSONAL STATEMENT

Specialize in consulting for global industrial clients on Supply Chain management and related IT system implementation, Operation standardization and optimization, Risk Management, and Post-Merger Integration. Experience in Sales, Corporate alliance, HR and talent management. Experienced in leading and working with clients, consultants and lawyers located in US, Japan, China, Hong Kong, Singapore, Vietnam, Philippines, UK, Germany, Belarus, India and Brazil.

EDUCATION

04/2018 – 06/2019

**Vienna University of Economics and Business / University of Minnesota
Global Executive MBA**

- Dual degree MBA program based in Vienna, Austria with international residencies in Argentina, Brazil, China, India and U.S. (New York and Twin Cities).

01/2018

**Harvard University
Executive Education in Mergers & Acquisitions**

- Intensive course on M&A strategy, execution and post-merger management.

03/2003

**University of Tokyo
Bachelor's Degree in Mechanical Engineering**

- Thesis title: gas-liquid two-phase convective heat transfer in a micro tube
- Internships (NTT Communications, Furukawa Electronics, Trender's, Nakata.net café)

WORK EXPERIENCE

03/2016 - Present

**Accenture, Tokyo and Singapore
Manager (Management Consulting)**

- Leading "operation transition and training team" to setup the new financial operations and organizations through the system change from Oracle to SAP for JGC Corporation.
- Lead "IT and Business Process Management team" on the Post Merger Integration of three Japanese container shipping companies. Combined team size was 150 people with PMO members from multiple vendors, 300 people including regional members.
- Lead request definition phase for creating a global PSI (production, sales and inventory; for forecast and actual) report using SAP data from factories in Germany, Poland, Spain, China, US and Japan for Nidec Corp. Turned around hostile client team after unsatisfactory previous planning phase.

04/2013 - 02/2016

**Kroll Ontrack, Tokyo and Singapore
Manager (Risk Management Consulting)**

- Lead multiple international cases, sometimes as much as 25 all at once. Received an official reference from Nishimura&Asahi, the top Japanese law firm for quality of services.
- Responsibilities include updating project scopes and cost estimates, invoicing and confirming payment from the client, as well as follow-ups for closed matters on destruction on stored data. Trained and lead three junior Case Managers. Responsible for Singapore sales support and proposed
- As part of marketing activities spoke at seminars in front of 30 up to 80 attendees. Won roughly 60% of the inquiries and discussed with Japanese sales, US sales and marketing and UK sales members to create a strategic collaboration model

- 09/2010 - 04/2013 **Nomura Research Institute, Tokyo**
Supply Chain Management Consultant (Strategy and Management Consulting)
- Redesigned the Supply Chain for the lens division of Fujifilm. Reorganized product category and production flow with three other members; discussed and created new business flows, policies and rules with Tianjin (China), Shenzhen (China).
 - Coordinated sales activities of ten members on SCM redesign and indirect cost reduction.
 - Troubleshoot a procurement system launch for Cataler Corporation, a catalyst supplier of Toyota; rescheduled, reorganized and finalized new operation flows with IT, procurement, finance clients and members from Daiko Denshi Tsushin, Ltd, solely, within six months.
 - Standardized the global software development and customization process at Kyocera Document Solutions in America, Germany, Netherlands and Japan.
 - Contributed on two governmental research projects related the 2011 Tōhoku earthquake and tsunami.
- 04/2003 - 08/2010 **IBM Japan Corporation, Tokyo**
09/2010 - 04/2013 **Resource Optimization Specialist for Global Delivery**
- Successfully lead and delivered the IBCS Japan Post Merger Integration project on schedule. Received the GBS JLB Special Award.
 - Created reports and business flows for management reporting on Global Delivery by China, India and Philippine members. Collaborated with 20 other countries on releasing new versions of tools.
- 01/2008-02/2009 **SAP Alliance Liaison for Sales**
- Sales team liaison to work with SAP Japan, collaborated with sales members on over 50 opportunities in Industry, Distribution, Small and Medium Business areas.
 - Tracked over 700 SAP related sales opportunities and reported to management. Created databases and held sessions for knowledge sharing and training. Pulled together 30 new project reports for proposing usages.
- 01/2006 - 12/2007 **SAP Consultant**
- Project Manager for BMW's global SAP rollout project and liaison among BMW, IBM and Accenture (all for both Japan and Germany teams); reporting weekly on project status of 50 members to senior management.
 - Single-handedly resolved 150 problems after being assigned to troubleshoot a project for Mitsubishi Fuso Truck and Bus Corporation that failed to launch successfully; Identified core technical and business issues, determined that instead of further investment (\$80K and an additional 6 months had been anticipated) changes in business flows would resolve critical issues.
- 04/2003 - 12/2005 **IT Specialist**
- Proposed a \$150,000 Data Analysis Application project for Japan Automobile Recycling Center; designed prototype that implemented cutting-edge database software with five team members; won contract.
 - Recruited to many projects to troubleshoot complicated situations; Conducted an initial review, designed and led team of 5 to 10 for 3 months and successfully improved or completed the projects.
 - Inspected 21 web system development projects, as a key member in the Quality Inspection team; Single-handedly investigated 80 quality assurance reports and wrote a review on common major flaws in initial phases of projects.

SKILLS

Technical Skills	Programming language : C, Java, Visual Basic, Perl Database : DB2, Oracle Analysis Software : DB2 (Cube Views, Alphablox), SPSS (Conjoint Analysis), SAS (JMP) Package Software : SAP FI, CO (ERP 2003 certified consultant); Kroll Ontrack Advanceview/Inview , Ediscovery.com Review
Mother tongues	English, Japanese
Other languages	German (Basic conversation), Spanish (Basic conversation)
Organisational skills	Leadership (experienced in managing teams from 2 people to 300 people) People management (experienced in responsible for 2 to 5 subordinates)
Other skills	Mediation (finished New York Peace Institute's Basic Mediation Training and Practicum Training.)

ADDITIONAL INFORMATION

Conferences	<ul style="list-style-type: none">▪ Spoke at the 19th Pacific Asia Conference on Information Systems (PACIS 2015) in Singapore on eDiscovery and latest trends in Predictive Coding. (2015)▪ Spoke at the Kroll Ontrack seminar with attorneys from Nishimura&Asahi (2015).
Seminars	<ul style="list-style-type: none">▪ Class organizer at world renowned strategic consult Kenichi Ohmae's Attackers Business School; In addition to taking courses on Financial Analysis and Strategy, managed a conference for 42 participants (2004-2006)
Honours and awards	<ul style="list-style-type: none">▪ Received GBS JLB Special Award for the successful Post Merger Integration work at IBM
Memberships	<ul style="list-style-type: none">▪ Member of the Council of Supply Chain Management Professionals (CSCMP) (2010, 2012, 2015)▪ Member of the American Production and Inventory Control Society (APICS) (2014)

ADDITIONAL

- Sponsors four children in emerging countries (two in India, one in Vietnam and one in Conga) and writes letters every month (2011-present)
- Volunteer at "Minna no ouchi" (Home for all children): tutor Junior High School students, whose parents are foreigners, on school studies at the city hall 3 hours every week (2008-2010)
- Volunteer at IBM's Mentor Place: mentor 6 Junior High School students in weekly communication about school work, how to avoid being bullied and finding career opportunities (2004-2007)
- Speaker at NPO ETIC's (provides internships) career workshop for students from 10 universities (2004)