TFS DIGITAL
Building software like we build cars

TOYOTA | DREAM. DO. GROW.
Driving Digital Transformation

Toyota Financial Services (TFS) is more than an automotive finance company; we are a digital company. Information and technology is at the forefront of our business for they enable people chosen experiences, informed business decisions, efficient workflows, and delightful products and services for our customers, dealers, partners and team members.

TFS Digital is driving this digital transformation by pioneering the "Software Production System," which combines the power of our Toyota Production System implemented in our manufacturing facilities across the world with the discipline of agile scrum methods adopted by successful technology companies. We build software solutions like we build cars to position TFS as a:

- **Mobility company** that enables the freedom of movement of people and resources through new mobility-based capabilities such as carshare for rideshare, fleet solutions, usage-based insurance, transaction-based billing and payments and more.

- **Agile company** that leverages dedicated, continuously improving digital factories that provide us speed and flexibility in delivering capabilities to our dealers, partners, customers and team members.

- **Platform company** that offers mobility finance-as-a-service with a multi-brand, multi-tenant and multi-country platform for private label service.

"TFS Digital has the roots of a well-established company but operates like a start-up. There isn’t a more exciting place to work within Toyota, and I can’t wait to see where this journey takes us, together."

VIPIN GUPTA
We are transforming our company into a mobility-finance-as-a-service platform business. Our agile platform and practices have given us the speed of a start-up. We are delivering modern experiences for customers, dealers and team members, while creating new growth by attracting other auto and mobility brands in addition to Toyota and Lexus.”

VIPIN GUPTA
Toyota Financial Services
Chief Information Officer
GROW
Your Career

Career growth is the journey where you acquire new skills, develop inventive solutions and make a positive difference in the world. Toyota is your ally and will provide you the tools and resources to grow your career the way you want to — whether it is growing as a leader, expanding across disciplines or becoming a subject matter specialist.

Everyone’s career journey is unique because all of us are unique. Your journey and your success are defined by the goals you set. What ignites your passion? What motivates you to reach your full potential?

You are in the driver’s seat, so go for it!
AN EXCITING CAREER IN
TFS Digital — Information and Digital Solutions

If you’re excited about IT, eager to develop your skills and transform TFS into a mobility, agility and platform company while delivering exceptional customer and dealer digital experiences, then TFS Digital could be the place for you. You will find plentiful and fulfilling career and growth opportunities in any of the following areas:

• **Business Enablement — Corporate Systems** supports headquarters business functions including procurement, accounting, treasury, tax, fraud, risk, legal and compliance.

• **Business Enablement — Products** provides solutions for the sale and service of customer loans, leases and protection products; dealer commercial loans; and team member personal banking.

• **Business Enablement — Channels** supports all interaction channels that our customers, dealers and team members use to do business with Toyota, Lexus and Mazda Financial Systems.

• **Business Enablement — Expanding Value Chain** executes the vision and strategy for products and services related to mobility finance, remarketing, fleet financing and electronic document services.

• **Business Enablement IT — Office of the CIO** enables IT performance and enterprise digital transformation through Americas and Oceania Region (AOR) IT capability, process assurance transformation, financial discipline, One Toyota synergy, supplier management and communications.

• **Enterprise Technology — Availability & Operations** enables and empowers TFS resources to deliver quality products with collaboration, automation and agility.

• **Information Security** safeguards our customer’s digital assets, defends the Toyota brand, and enables TFS Group companies to transform existing business and grow new business.

• **TFS Digital Academy** enables core competencies in learning, teaching and growing a digital FinTech savvy workforce across TFS.

• **Enterprise Platform Enablement** organizes data to make it useful and accessible for TFS and its partners and connects capabilities across the ecosystem using Application Programming Interface(s) (API) and data integration.

• **Enterprise Architecture** helps coach and mentor product designers in establishing technology roadmaps and design and resolves technology impediments.

*Click on a name above for further details.*
TOYOTA’S Development Approach

At Toyota, team members develop through what we refer to as the 3 E’s — Experience, Exposure and Education. Each one is critical to helping team members build new skills, advance their development goals, and explore and discover talents and passions they may not even know they have.

**EXPERIENCE 70%**
- The best way to grow our people’s capabilities is in the doing, often referred to as on-the-job development.
- Team members and leaders partner to identify work that is challenging, motivating and rewarding to the individual and contributes to the business.
- Leaders provide real-time coaching and feedback to keep team members motivated and performing at the highest level.

**EXPOSURE 20%**
- Exposure fosters a “teach and be taught” culture and creates a lasting legacy.
- Making connections with people who have different experiences and perspectives builds trust and drives engagement and innovation.
- Mentoring and sponsorship relationships ensure we are cultivating the next generation of Toyota leaders who are as diverse as our customers and communities.

**EDUCATION 10%**
- Learning is a lifelong process. There will always be things we don’t yet know.
- Toyota’s robust education and training programs provide a strong foundation of knowledge that team members can leverage in their work in order to grow their capabilities and improve performance.
Always Be Ready for New Challenges

Toyota’s culture inspires us to be curious, generate new ideas and get better every day by sharpening our skills to meet the evolving needs of our customers. As your career journey unfolds, we hope you never stop growing, questioning and challenging the status quo.

- I have big dreams and want to set myself up for success. I’ll reflect and work with my leader to develop a personalized plan.
- I know what I need to do and will take advantage of the opportunities and resources provided.
- I’m gaining new skills, making meaningful connections and solving problems through my work. The work I’m doing is adding to our collective success.
- I did it! And I’ve made a valuable contribution to the business and the world along the way. What’s next?
- I feel empowered to overcome challenges and know that my leader is personally invested in my success.

SUCCEED

ASPIRE

PLAN

GROW

PERFORM
MANAGE
Your Growth and Development

Check In Regularly with Your Manager
At least once per quarter, meet with your manager to talk about your performance related to progress and achievement against your goals or priorities, competencies and development. Below are conversation topic ideas.

<table>
<thead>
<tr>
<th>GOALS OR PRIORITIES</th>
<th>POSSIBLE TOPICS</th>
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<tbody>
<tr>
<td>1 Goal or priorities and milestone status.</td>
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<td>2 Recognition of successes.</td>
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<tr>
<td>3 Coaching and support needed to achieve goals, priorities or milestones.</td>
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<td>4 Reflection on goals or priorities that are completed.</td>
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<td>5 New or upcoming goals or priorities.</td>
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<tr>
<th>COMPETENCIES</th>
<th>POSSIBLE TOPICS</th>
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<tbody>
<tr>
<td>1 Performance related to each competency.</td>
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<tr>
<td>2 Recognition of successes.</td>
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<tr>
<td>3 Performance related to one competency that warrants additional discussion.</td>
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<tr>
<td>4 Performance related to competencies at next job level (for development purposes).</td>
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<table>
<thead>
<tr>
<th>DEVELOPMENT</th>
<th>POSSIBLE TOPICS</th>
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<tr>
<td>1 Learning points from development or stretch assignments.</td>
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<tr>
<td>2 Recognition of successes.</td>
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<tr>
<td>3 A specific area needing development (not already covered).</td>
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<tr>
<td>4 Upcoming development or stretch assignments.</td>
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<td>5 Development needs to prepare for next job level.</td>
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Leverage Workday Tools to Facilitate Career Conversations and Increase Your Exposure

- **Career Profile** — Similar to a LinkedIn profile, your Career Profile in Workday highlights your work experience, accomplishments, training, certifications, education, and skills.

- **Talent Card** — Some of the information you include in your Career Profile appears in your Workday Talent Card, a one-page snapshot that captures your current role, career interests, training and certifications, and job history. Talent Cards are good to review during quarterly check-ins with your manager and for development discussions with your mentors and peers.

- **Individual Development Plan (IDP)** — Partner with your manager to identify strategic development opportunities that are challenging, motivating and rewarding, contribute to the business and can be realized through the Toyota Competencies and the 3Es. Make adjustments to your IDP at least once a year to reflect your evolving career journey.
Whether you decide to pursue a career in software development, product design and architecture, infrastructure systems, information security or digital learning — or move among these fields as you cultivate new interests and talents — the possibilities are truly endless. Wherever your journey may take you, Toyota is committed to helping you grow and transform alongside our business. Click on a number below to go directly to that career journey.

1. Business Systems
2. Developer
3. Product Release
4. Product Design & Architecture
5. Infrastructure Systems
6. Information Security
7. Learning — Content
8. Learning — Agility Coach
9. Digital Production
10. Technology
11. Information Security
12. Enterprise Architecture
13. Learning

TOYOTA | DREAM. DO. GROW.
Business Enablement — Corporate Systems

Business Enablement — Corporate Systems team supports the headquarters business functions including procurement, accounting, treasury, tax, fraud, risk, legal and compliance.

Our mission is to evolve the corporate teams productivity and quality, which will ultimately improve the experience for all team members.

“We have a lot of people who are driven and experts in their areas, and that makes coming into work every day so much fun.”

BRIAN JORGENSON
Business Information Officer
Business Enablement — Corporate Systems
Business Systems

Business Systems roles collaborate with and act as a liaison to multiple and diverse business groups and technologies. They determine operational objectives, design new computer programs, drive user story generation, improve systems, recommend controls, conduct all phases of complex analysis and manage resources to achieve unit, division and corporate goals.

The successful candidate will support managers in change management efforts, identify potential new and improved technical directions, develop strategic options/approaches, advise the team, monitor project progress, provide references for users, prepare technical reports, and maintain professional and technical knowledge.
We pride ourselves on our agility, Kaizen mindset, quick decision making and short-term execution. Our team values openness — everyone is encouraged to present their ideas or unique way of thinking and engage in discussion to identify the best way forward.”

**YALE MORI**
General Manager
TFS Business Enablement — Corporate Systems
Developer

The Developer’s primary responsibility is to create software solutions that provide functionality to meet business requirements. This person is knowledgeable of software development concepts, practices, and programming languages; able to analyze, design, develop, and test software components within technical platforms that may include internally developed and purchased solutions; and may also provide production support through troubleshooting, debugging, maintaining and improving existing software. A successful Developer has an aptitude for logical thinking and considers the full ecosystem including data and integrations.

Note: Some positions may require proficiency in particular technologies.
As we create a digital transformation, there is even more opportunity to leverage your digital experiences but also learn something new so you get that beautiful mix of learning and contributing at the same time.”

KATHIE HOLT
Business Information Officer
Business Enablement — Products
Product Release

Product Release bridges “segregation of duties” and configuration management across production vs. non-production software code. The Product Release role drives and supports automation of product assembly line flow and enforces requirements to help improve product reliability, quality and traceability of the code going into production.

Responsibilities include formalizing certification of changes into production using an app-store mindset, working with product teams for automation of build/deployment activities and enablement and owning the deployment process, including package build, execution, troubleshooting and analyzing build and deployment failures. The person in this role also partners with factories and Digital Assembly Line (DAL) team to manage the automated build and deploy processes with appropriate controls and traceability while continuously optimizing and enabling self service; develops and implements build technologies, practices, and methods; and works with factories and stakeholders in defining and developing deployment strategies; driving requirements and influencing decisions across domain teams.

Note: Some positions may require proficiency in particular technologies.
We can see how customer expectations are changing, and we have the resources, teams and support to change our business model to meet those customer expectations and needs.”

GORDON McGRATH
Business Information Officer
Business Enablement — Channels

Business Enablement — Channels
The Channels teams support all of the interaction channels that our customers, dealers and team members use to do business with TFS/LFS and MFS. Our customer channels include all websites, mobile applications, call center telephony systems, as well as our texting and email capabilities. We support dealers through our STRATUS, Dealer Daily, Dealer Passport and Smart Path platforms. For our internal team members, channels include Customer Engagement Platform (CEP), Engagement Platform for Insurance Console (EPIC), Sales Relationship Management (SRM) and a variety of other enabling systems and platforms.
Product Design & Architecture

A Technology & Business Solution Architect and Builder is a team-oriented senior business technology ‘digital’ professional with maturity, intellect, integrity, energy and enthusiasm. This person possesses a strong customer-focused orientation, relates well to the needs of both internal and external users, thinks entrepreneurially, partners strategically across the organization and with vendor partners to design, develop, implement and evolve products, operating like an owner of a platform and services company.

The successful candidate is able to impact both technology and business decisions and can effectively articulate and communicate business alternatives to a variety of audiences across all levels of business and senior leadership with varying levels of knowledge about the technology underlying the choices. An Architect and Builder is a hands-on, detail-oriented, dynamic leader whose track record buys immediate credibility across a multiple functional team of the enterprise. This person must be a confident communicator, able to influence and build meaningful relationships inside and outside of his or her department and with all levels of the enterprise.

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Click on bars for job skills. The listed skills are not meant as a checklist for promotion. Click on the number at the top of the page to return to the career journey table of contents.
Customers are interested in various forms of transportation, including ride share, car share and subscription models. Our goal is to ensure that the technology is flexible and enables the needs of our mobility customers.”

SHARAIL GLOVER
Business Information Officer
Business Enablement — Expanding Value Chain
Infrastructure Systems positions are responsible for the architecture, design and implementation of solutions for TFS public and private cloud platforms, including physical and virtual servers, Kubernetes, databases, storage, container platforms, as well as enhancing TFS infrastructure as code (IaC) capabilities. Additional responsibilities include developing a keen understanding of the IDS operating environment and contributing to the development and execution of a roadmap to deliver a world-class IT service delivery capability.

The successful candidate designs and delivers solutions in Jira and enterprise-wide reporting capabilities and is customer-centric, solution-oriented, self-organizing, and passionate about delivering frictionless capabilities to end users. An important aspect of these roles is the ability to collaborate across functions and determine the best solution design independent of the underlying technologies. This role will serve as a key IT systems contact with IDS groups and TFS support providers and will include level 3 escalations and initiative planning activities.

*Note: Some positions may require proficiency in particular technologies.*
Leading is about influencing in a way that we get the best out of people and find the sweet spot between their contribution and the impact they can have on the TFS Digital Journey.”

AMIT SHROFF
Vice President
Business Enablement — IT
Office of the CIO

Business Enablement — IT

The Business Enablement — IT and Office of the CIO team enables IT performance and enterprise digital transformation. The scope of this role includes enterprise delivery strategy and enablement, performance management, financial discipline, supplier strategy and communications.
Information Security

Information Security is tasked with protecting TFS data in all stages of its lifecycle, by focusing on the engineering of security applications related to data loss prevention solutions, eDiscovery systems, email encryption platforms, and cloud access security brokers (CASB). A successful candidate is expected to ensure that detective, protective, and response controls meet internal and external requirements. Technical knowledge will include but is not limited to configuring security application monitoring, upgrading platforms, ensuring operational efficiency for users and improving the security posture of the data security program.
Information Security

Information Security safeguards our customer’s digital assets, defends the Toyota brand and enables TFS Group companies to transform existing business and grow new business. Through education and routine exercises, we enable our workforce to be guardians of our customer’s digital assets and TFS Group’s first line of defense. Our approach includes identifying risks, protecting assets, detecting threats, responding effectively in the event of an incident and recovering our business efficiently following an incident.

“Information Security is becoming more of an enabler rather than an impediment. We’re always looking forward to where the business is going and ensuring that business can be done in a secure way.”

BOULTON FERNANDO
Vice President & Chief Information Security Officer
TFS Information Security
Deputy Group CISO — TFS Group
Learning — Content

The Learning Developer has a deep understanding of instructional design, content development and adult learning principles. By partnering with Learning Masters and stakeholders, the Learning Developer assesses the learning objectives, determines desired learning outcomes and builds metric capabilities into the overall product design.

The Learning Developer designs and develops content, learning experiences, and other solutions to support the acquisition of new knowledge or skills. By applying systematic learning methodologies (rooted in instructional theories, curriculum design and adult learning models), the Learning Developer enhances skill and knowledge acquisition within TFS talent. Responsibilities include creating the course design and developing all instructional materials, including presentation materials, participant guides, handouts, and job aids. In addition, the Learning Developer is responsible for evaluating training, including assessing what was learned and whether the learning solution led to measurable behavior change.

The Learning Master is responsible for the timely production of high-quality learning experiences delivered along a series of learning journeys for specific schools of thought. The Institute Learning Master works in conjunction with Institute Learning Development Squads to produce, promote and execute high impact learning experiences for intended audiences. A successful Learning Master works with business stakeholders and the TFS Digital Engagement team to plan, manage, communicate, promote, and provide guidance and oversight on learning events and experiences. This role is a key driver of the successful delivery of in-person and digital learning experiences for TFS team members to grow and improve overall TFS Talent Agility.

The Learning Master role requires strong learning and development subject matter knowledge, communication and collaboration skills and the ability to influence team members to accomplish desired production objectives. It requires advanced analytical and problem-solving skills for quickly assessing problem situations and providing solutions in a timely manner to minimize any impact to the learning experience production.

Click on bars for job skills. The listed skills are not meant as a checklist for promotion. Click on the number at the top of the page to return to the career journey table of contents.
TFS Digital Academy

The TFS Digital Academy enables core competencies in learning, teaching and growing a digital FinTech-savvy workforce across TFS. Ten Learning Institutes represent key capabilities across TFS. Each Institute curates, creates and deploys critical and timely learning to team members throughout their career. Business leaders sponsor the development of important learnings that are frequently delivered by our more experienced team members. TFS Teaches is a pathway for our resources to become skilled teachers and multiply their expertise across the organization.

“Nobody has the ability to connect the business like the TFS Digital Academy. Learning and teaching permeates all that we do and is the catalyst for our transformation strategy. Our team is establishing a teaching and learning platform that will enable TFS to harness the power of software and become a true digital disruptor.”

MARK DIRKSON
Business Information Officer — Learning Enablement
Learning — Agility Coach

The Agility Coach supports project teams by providing expert knowledge and coaching in Agile TFS Digital Production System (TDPS) methods, developing and leading quality circles and championing innovation and process improvement.

The Agility Coach is an expert in various Agile methodologies and frameworks and can articulate their usage with deep expertise, but also see them for what they are — tools and techniques to optimize capacity and expand capabilities within an organization. The Agility Coach is a leader in process improvement, Toyota Way tools (e.g. JKK, TBP) coaching, conflict management, facilitation and mediation and is a system- and design-thinking expert who can articulate complexity theory. The Agility Coach interfaces with TFS leadership, including up to the CEO, CIO, BIOs, DIOs, business and Digital Factory teams, and supports domains and factories across all business divisions.
Digital Production

The Digital Factory Owner (DFO) is a leadership role within each TFS Digital Factory with both strategic and execution delivery responsibilities for their assigned products. The DFO has experience working in a high growth environment, influencing and advising senior leadership, and defining product roadmaps.

The DFO is responsible for product-oriented prioritization and resource management; proactively engages and collaborates with business leadership and software vendors to respond to end-user product questions and needs; independently assesses products and release changes and provides product management and oversight for complex technical products and initiatives related to large-scale applications, systems, databases and/or other technical products and services.

A successful DFO develops and maintains product roadmaps and baselines and identifies new solutions. The DFO performs lifecycle management of products to a risk-based approach for production currency, software upgrades, and/or configurations updates; reviews factory performance trends and independently develops process improvements.

The Domain Information Officer (DIO) is responsible for the leadership of the multiple factories that make up a Domain. This leader collaborates with business leaders to develop the vision, high-level roadmap and integrated release plans for all products within the domain.

The DIO collaborates closely with other DIOs to ensure the efficient interworking of dependent domain factories and that overall demand and portfolio management is occurring both within their domain and across domains. This role addresses escalated impediments, enabling consistent delivery per enterprise and domain release plans.

The DIO maintains relationships with their stakeholders within TFS Digital and the business to identify, research, evaluate and communicate in a way that empowers the team to continuously make informed decisions.

Click on bars for job skills. The listed skills are not meant as a checklist for promotion. Click on the number at the top of the page to return to the career journey table of contents.
As Toyota shifts from an automotive to a mobility company, TFS is at the forefront of developing micro-service and customer-centric IT capabilities that can be leveraged across Toyota.”

TOSHIHIRO MASUKAWA  
Enterprise Architect  
Product Integration & Data
The Information Systems Manager (ISM) is a leadership role within each TFS technology area. The ISM has both strategic and execution delivery responsibilities for their assigned products. The ISM needs to have experience working in a high growth environment, influencing and advising senior leadership and defining product roadmaps.

The Domain Technology Officer (DTO) is responsible for leading the product owners that define and execute the software development and deployment in the product backlog for prioritization of products that their domain supports. The product owner will escalate impediments that cannot be solved at the product owner level. The DTO’s primary role is to remove impediments to the Toyota Business Practice. This role collaborates closely with other domain information officers to ensure the interworking of dependent domain factories and that overall demand and portfolio management is occurring both within their domain and across domains. The DTO maintains on-going relationships with their stakeholders within IDS and the business and conducts research with their technical product owners to continuously make informed decisions. Tech DIO is also responsible for production issue and has to know all release plan and production issue under its domain.
The way that mobility happens in our organization and our industry is through the things our team does daily — enabling users to work remotely, enabling customers to access our environments remotely and making it easy to get work done wherever you are under any circumstances.”

STEVE SAMARGE
Chief Technology Officer
Enterprise Technology: Availability & Operations
**Information Security**

The Information Security Manager is responsible for leading and developing a team of skilled professionals who protect TFS information and supporting technologies. A successful manager will engage leaders in information security, legal, compliance, finance, human resources, privacy and IDS to build strong relationships and ensure that detective, protective and response controls meet internal and external requirements.

The Domain Information Security Officer (DISO) is responsible for facilitating an information security governance structure through the implementation of a hierarchical governance program. A successful candidate will lead the information security function across the company to ensure consistent and high-quality information security management in support of business goals. The DISO must develop an information security vision and strategy that is aligned to TMCC priorities, enables TMCC’s business objectives and ensures appropriate levels of confidentiality, integrity, availability, safety, privacy and recovery of information assets owned, controlled or/and processed by the organization.
We have a 360-degree view of the organization, strategy and execution. We know where TFS is going and how we are making an impact to our digital transformation.

ANIL LAKHANPAL
Chief Data Platform Officer
Enterprise Platform Enablement

Enterprise Platform Enablement

The Enterprise Platform Enablement Data & Integration team’s purpose is to organize data to make it useful and accessible for TFS and its partners. We are also responsible for connecting capabilities across the ecosystem using API(s) and data integration. We provide services to multiple stakeholders through the following platforms:

- Data acquisition and publishing (API/data integration)
- Data quality and governance
- Insights and visualization
- Data science

“We have a 360-degree view of the organization, strategy and execution. We know where TFS is going and how we are making an impact to our digital transformation.”
Enterprise Architecture

The Enterprise Architect is responsible for leading and developing a team of product designers and architect professionals. The successful candidate partners strategically across the organization and with vendor partners to design, develop, implement and evolve products, operating like an owner of a platform and services company. The Enterprise Architect is able to impact both technology and business decisions and can effectively articulate and communicate business alternatives to a variety of audiences across all levels of business and senior leadership with varying levels of knowledge about the technology underlying the choices.

This role requires a hands-on, detail-oriented, dynamic leader whose track record buys immediate credibility across a multi-functional team. This person must be a confident communicator who can influence and build meaningful relationships inside and outside of his or her department and with all levels of the enterprise.
Enterprise Architecture

The Enterprise Architecture team helps shape technology direction and design by working closely with various Business Technology Domain teams. It helps coach and mentor product designers in establishing technology roadmaps, technology design and resolves technology impediments. Our mission is to bring the design mindset to all the factories and empower them to be autonomous yet aligned with the enterprise design direction.

“Enterprise Architecture is made up of an exciting group of individuals prepared to make a difference, drive change and continuously look for opportunities to learn.”

RAVI CHIRUMAMILLA
Chief Technology Architect
Enterprise Architecture
Learning

The Digital Learning Manager (DLM) has both strategic and execution delivery responsibilities for their assigned learning products and teams within the TFS Digital Academy. The DLM has experience in a high growth environment, influencing and advising senior leadership, and defining product roadmaps. The Digital Learning Manager thinks entrepreneurially, partners strategically across the organization and vendor partners to design, develop, implement and evolve learning system products that enhance enterprise learning and teaching capabilities. The DLM is a skilled learning systems product strategist who constantly researches best in class learning capabilities in the marketplace to strengthen TFS learning and teaching capabilities.

A successful DLM leads and develops a learning development squad of up to 6 people, interfaces, cultivates collaborative relationships with stakeholders and business users and envisions where learning products will be 3 to 5 years into the future. With these skills and the ability to effectively probe deeper to understand true customer needs, the DLM earns the right to consult on learning systems vision planning and target setting with key stakeholders.

The Domain Learning Officer (DLO) is responsible for leading Digital Learning Masters (DLM) and their factory teams to define the learning design, development, and deployment of the learning backlog for prioritization of products that their factories support. The DLO collaborates across the various lines of business to orchestrate the long-term learning vision in service to Toyota Financial Services strategic priorities and Hoshin planning. The DLO works with Senior Leaders and Executives to identify both current and future behavior and skill needs to ensure team member readiness for our future growth and expansion.

The DLO champions adoption of new learning software into the TFS ecosystem, driving business case development, ensuring capability and participating in various Leadership Action Team meetings. The Digital Learning Officer role has the responsibility to remove impediments leveraging Toyota Business Practices and the well defined TDPS escalation processes. The DLO maintains relationships with stakeholders within TFS and extended relationships with AOR and other Toyota affiliates to advance global capabilities by sharing enterprise knowledge that can accelerate the pace of learning globally.
The TFS Digital Academy is a digital and physical environment for continuously growing TFS into a future ready digital-savvy team. The academy enables and encourages a continuous Learn, Do, Teach, Do cycle throughout the team member growth journey. The TFS Digital Academy has 9 institutes that are accessible to all employees and consultants of Toyota Financial Services.

- Agility Institute
- MobiFin Institute
- FinTech Institute
- Data & Analytics Institute
- Productivity Institute
- Strategy & Change Institute
- Strategic Sourcing Institute
- Risk Institute
- InfoSec Institute

Focused on continuous learning and teaching.

Focused on developing digital leadership.

An immersive program focused on new members to the TFS team.

27,000+ Total attendees at classes & events

5,000+ Unique resources learning & teaching
Inspired to start your impossible? You don’t need to wait for someone else to give you permission or to do it for you. You are in the driver’s seat. Here are just a few of the things you can do now and in the future that will make a big difference:

- Have a growth mindset, be curious
- Align your development, growth and contributions to the business with the Toyota Philosophy and The Toyota Way
- Be willing to take on new challenges, work outside your comfort zone
- Live your personal brand and perform your very best
- Be proactive in talking with your leader about your goals, aspirations
- Take advantage of the education opportunities offered by Toyota, whether that’s in the form of tuition reimbursement, a specialized program from one of our partners or one of the thousands of virtual courses offered through Toyota’s LMS (Learning Management System)
- Join a BPG (business partnering group) or volunteer through Toyota4Good
- Find a mentor (or become one yourself!)

And as you establish your brand, build your networks and distinguish yourself through stellar performance, other development opportunities may be made available to further accelerate your career growth.

You have the freedom to create your own career journey, and we will support you in unleashing your full potential. You may encounter challenges on the road to achieving your goals. What matters is that you keep moving forward. Because when you do, our company, our customers and our communities do, too.