

The Power of Quality Control

Creating greater value through both proactive and defensive approaches as the guardians of Capcom quality



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Head of Quality Control Division and Deputy Head of R&D Management Division

Shutaro Kobayashi has been involved in quality control work since joining Capcom. After serving as a manager and senior manager, he was promoted to General Manager of the Quality Control Division in 2010. He has been in his current role since 2022, where he is laying the foundation for Capcom's quality control and building a strategic organization.

Ensuring consistent quality across all processes

My mission as the Head of Quality Control is to ensure the quality of our games from planning to release so that players truly enjoy their gaming experience. We assess Capcom's wholly unique game creation process from the player's perspective, coordinating

with the development teams—who create our titles from scratch—as well as with the Technical Research Division, which is responsible for development of our proprietary game development engine, the RE ENGINE. We see our role as that of a litmus test, seeking to discover risks or inconsistencies within development, and while we are close with our game development teams, at times we must also be harsh.

Delivering an enjoyable gaming experience

Specifically, my division is responsible for four tasks: bug checking, tuning, submission work, and customer support.

Bug checks involve playing a game that is under development to find flaws and glitches in the program and verify that it works as intended. Since we are developing multilingual games, we also work with the localization and intellectual property departments to check text displays or to ensure there is no intellectual property infringement.

In the last few years, we have been strengthening the automation of our work. In order to enable the system to automatically play and bug check on behalf of people, which is critical



work, the Technical Research Division built an automated system adaptable for each title. One of Capcom's strengths is the ease with which teams can work cross-functionally, driven by our in-house RE ENGINE, which has helped to significantly lower costs.

As a result, we can concentrate our efforts on tuning, which cannot be automated and is akin to pruning a tree. Are game elements or progression abrupt or too difficult? To answer questions like this, we dig deep into the elements of fun and comprehensibility, and as representatives of our fans and the first people to come into contact with a game, we respectfully provide our opinions to the game creators. This may bring to mind an adversarial relationship; we are quite close however, and the development team is broad-minded and understands the importance of tuning. We sometimes even sit together and provide them with tuning spot checks on request, working as members of the development team. I feel that this kind of close working relationship is one of Capcom's strengths.

The final guardian of the development process

This marks the end of typical quality control work. Yet, Capcom doesn't stop here. In submission work, we connect the development team with multiple sales partners so that we can smoothly release the game. This includes



providing the completed master data to each hardware manufacturer, applying for ratings*, and setting up distribution to digital stores. After release, the customer support center collects user feedback, and the Quality Control Division gathers reactions to the title in real time and reports it to management through regular meetings.

Game development projects are becoming larger and more sophisticated, but we aim to reduce costs while improving the accuracy of quality control. As the first players of the title and the final guardians of quality, we will continue striving to deliver the highest-quality games to as many customers as possible.

*Rating systems are initiatives for the healthy development of young people that call for voluntary restrictions on home video game content and sales methods to limit access by young people to sexual or violent content.



Bug checks

In-development games are tested to find defects using a system developed by the Technical Research Division, driving the automation of bug checks.

Tuning

The team dives deep into aspects related to "fun and comprehensibility" and proposes balance and usability to the development team from the player's point of view.

Submission

We connect game development teams with multiple vendors, while submitting master data along with various applications so that games can be released as scheduled.

Customer Support

Tasked with the responsibility of increasing user satisfaction, customer support gathers and consolidates user feedback, sharing it in future tuning.