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CITIZEN'S

NEW SIGNATURE COLLECTION

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CITIZEN'S NEW

SIGNATURE COLLECTION

BY KEITH W. STRANDBERG

Consumers have long looked to Citizen for affordable, high-quality watches. As a Japanese company, however, Citizen was content not to compete directly with the Swiss on the high-end playing field. That is, until recently.

Several years ago, Citizen started introducing Eco-Drive timepieces that use traditional complications at affordable prices—like the Perpetual Calendar and the Minute Repeater (for under \$800)—and these watches were well respected. Suddenly, complications that had been out of reach for some customers were accessible and even affordable. It was a great strategy, and Citizen went further at Baselworld this year, when it introduced the Signature Collection, which offers even higher-quality, more sophisticated and more complicated watches with light-powered quartz movements. New movements include the Signature Grand Complication with minute repeater, chronograph and perpetual calendar, and the Signature Flyback Chronograph with dual time zones. The Signature Collection is largely hand-assembled in a special factory and includes features throughout the collection like sapphire glass with double anti-reflective coating, hidden deployant clasps on bracelet styles, and crocodile straps. For Citizen Eco-Drive women's models, the Signature Collection includes the highest-quality fit, finish and polishing with detailed dials and individually hand-set diamonds.

1992 1993 1994 1995 1996 1997 1998 1999 2000 2001 2002 2003 2004 2005 2006 2007 2008 200

A Signature designed for women, this model features a mother-of-pearl dial, rose gold-tone accents and diamond embellishments totaling 0.49 carats.



The Signature Perpetual Calendar with chronograph, perpetual calendar, dual time and alarm functions, and caseback marked with the Signature crest.



"I think what is exciting about the Signature Collection is that it's a new opportunity for our brand to expand into a price range that we have not been selling in before," explains Laurence R. Grunstein, president of Citizen Watch Company of America. "It shows also that we can develop products that have much higher quality than our standard range. Our standard range establishes a ceiling, but this new collection gives us a new price range (\$800-1,500) where we can produce new modules that will only be used in this range. In terms of appearance, we will be using double-coated sapphire crystals, and the quality of the bracelets, bands and cases are at a much higher level, comparable to those on watches in the \$5,000 range."

"With the Signature Collection, we can maintain the core principle of the brand, which is great value, at the higher price point," he continues. "It also allows us to establish this collection in limited distribution to the best retailers, and each of them will have a certain amount of exclusivity. This certainly gives us a chance to go into retail stores that have not carried Citizen in the past. We will also be advertising in publications read by people interested in products over \$1,000. These are marketing opportunities that will have a halo effect for the entire brand."

The Signature Collection is hand-assembled on a production line made up of highly trained watch technicians. "The movements are all made in the same factory as the Campanola line, in the Japanese Alps in the center of Japan, about three and a half hours from Tokyo," Grunstein explains. "There are 30 people working in a progressive

assembly line constructing the movements. It's not one watchmaker making the movement, as the Swiss typically do; it's 30 people who work in stages. The Flyback Chrono, for example, has five step motors, which are part of the movement, to make all the hands turn. This manual assembly has technicians at each stage adding on each part of the movement; then the movement is tested in the same facility. This is a different method than most other factories use. We have a more manual process because of the complexity of the movement."

Grunstein expects the Signature Collection to appeal to people who have outgrown standard quartz watches, but who cannot afford luxury Swiss brands. "The Signature Collection gives these people a viable alternative," he says. "With this new collection, we can really grow market share. Swiss watch exports are decreasing, and business is difficult, but it's not non-existent; it's just a matter of who gets it. The bloom is off the rose for some high-end Swiss brands, and this is a big opportunity for us.