

Evaluation and awards from our customers

INOAC has flexibly fulfilled these needs as a material process manufacturer by reforming materials into the shapes needed by markets. In FY 2017, many customers at home and abroad continued to highly regard our work to solve customer issues.

In Japan, the chemical information division has been recognized as a Premium Partner for 7 years, and automobile-related divisions have received the Technological Development Award, Award of Excellence in Promotion of Reducing Old Type Supply Parts, Award of Excellence in Cost Price Section and Award of Contribution to Tohoku Manufacturing because of the high evaluation of the interior of new models and VAVE proposal. Vietnam IPV received the Delivery Award because they could deliver good products without any delays. Thailand IAT was highly evaluated due to TPS* work on the ceiling assembly process, complete achievement of service part delivery time and safe improvement activities for the coating process. Taiwan KIC was highly evaluated due to zero faulty delivery. China IES received the Quality Achievement Award and Award of Cooperative Cost Price; IHA received the Award of Excellence in Package Design; DIME received the (Quality) Excellent Supplier Award and the Award of Appreciation for Environment, Quality, Cost, and Delivery (EQCD); DIME II received the Cooperative Cost Price Reduction Award and the Cooperative Quality Award; DIP received the Appreciation Award for the supporting role for a long time.

* TPS: Toyota Production System



EQCD Appreciation Award from Nakayama CANON



Delivery Award from HARADA INDUSTRIES VIETNAM



Quality Excellence Award from Yulon Nissan Motor Co., Ltd.



Tohoku Manufacturing Contribution Award from Toyota Motor East Japan, Inc.



VAVE Proposal Award from SUZUKI MOTOR CORPORATION

Quality improvement work

The quality policy of the INOAC GROUP is manufacturing trusted by customers. We implement diverse activities for quality improvement by emphasizing work to prevent critical complaints, raising the level of our quality management system and training all employees.

We use the PDCA* cycle on a daily basis and work to provide customers with satisfactory quality in the first place.

* PDCA: Plan, Do, Check, and Action

[Cases]

Work to prevent serious complaints

Our auditing and instruction at domestic and overseas production bases include important quality commodity audits, official authentication audits and audits of the state of implementing agreements with customers to improve the quality capacity in order to prevent quality failure that presents great risks for the company such as lost social credibility and large amounts of guarantee money. For new products using any new techniques, materials, processes and applications, we conduct DR* to prevent serious failure before putting the products on the market.

*DR: Design Review

Quality innovation (automatization, introduction of IoT)

We are developing automatization at manufacturing sites to establish worker-friendly and highly efficient product lines with stable quality. We are also working on appearance inspection by using image processing and laser technology to reduce the burden for inspectors and to enhance quality assurance for customers. The introduction of IoT to plants is promoted to understand the state of the production process on a real-time basis and to enable sign management showing machine failure and defective products on the basis of the data.



Procurement basic policy

1 Promotion of global procurement

We enhance global procurement and partnerships with our customers by utilizing our domestic and overseas bases.

2 Compliance with laws, social codes and office regulations

We comply with laws, social codes and office regulations, and promote healthy and open procurement.

3 Promotion of fair, just and sincere procurement

We provide our customers with fair and just competitive opportunities to promote sincere procurement.

4 Procurement considering the environment and human rights

We conduct procurement while considering our global environment in accordance with INOAC's environmental policies. For the raw material use that may cause human rights issues or social problems such as conflict minerals, we conduct procurement with much consideration.

5 Construction of partnership on the basis of mutual trust with business connections

We construct firm relationships of mutual trust and cooperate with our business connections to maintain and improve mutual technological capability and quality.

Optimal procurement at global bases

We contribute to countries where our bases are located by procuring local raw materials and components, and build good partnerships with our business connections by thinking of optimal quality and price, and long-term trade. We promote higher strategic procurement to respond to global production.

Enhancement of partnership with business connections

We organize the INOAC Cooperative Assembly consisting of our business connections of approximately 80 organizations to implement our work. INOAC and our business connections try to cooperate more. For example, we invite representatives of our business connections to our whole group presentation conference and ask them to give us presentations about work to promote compliance, risk management, etc. at lecture meetings.



Promotion of green procurement

In order to advance the measures for environmental regulation that have become stricter from year to year, we determine the INOAC Green Procurement Criteria and promote procurement in consideration of our global environment. We also work on considering the improvement in loading efficiency to improve procurement logistics and even reduce the environmental burden.

Measures for conflict minerals

Regarding the conflict mineral issue that minerals produced in endless conflict areas such as the Democratic Republic of Congo and adjacent countries become a source of funds, we work to disclose information in cooperation with our business connections under the policy of not using such minerals.