

Transparency of quality is necessary for global competition

The INOAC Group has implemented a comprehensive management system based on ISO 9001 to guarantee quality and provide products and services that our customers can be satisfied with and use safely with confidence. Furthermore, we are engaged in efforts to improve quality by collaborating with our customers. In recent years, quality fraud has become a large social issue and trust in Japanese manufacturing is wavering. Against this backdrop, the global trend is moving toward enforcing the transparency of product development and the manufacturing process as well as clarifying responsibility.

Basic policy

Quality that can satisfy all customers

- Zero critical quality issues
- Ensure transparency of quality

Efforts

1. Activities to prevent serious issues in advance

① Product component audit for critical quality

We conduct audits and guidance at our production sites in Japan and abroad to improve quality and prevent any serious quality issues in advance that can threaten our company's existence through the loss of social trust.

② Quality audit of new products

We conduct audits on products created using new technologies, new materials, new processes or for new purposes. Our goal is to prevent serious quality issues in advance.

Audit members

President, Global Technology Development Division, Global Production Management Division, Legal Affairs Section, Intellectual Property, Global Quality Assurance Division, department supervisor, product technology supervisor, quality assurance supervisor, sales supervisor

Audit areas

Material quality, product characteristics, product performance, structure, exterior, comparison with similar products, product safety, production safety, quality risks

2. Promotion of automation and IoT

We are promoting automation and the use of IoT to evaluate and inspect products. This improves the trustworthiness of our evaluations and inspections while also making them visual. By doing so, we are building a system that ensures the transparency of quality and enables us to quickly ascertain and respond to any issues that occur during the production process. Furthermore, we are utilizing the data we collect to prevent any issues in advance. Featured here are examples of how we have brought automation and IoT into the processes of measurement and inspection at our production sites.

① Improving the transparency of quality with automation and IoT in the production process (measurement and inspection)

During the production process, automated measuring devices automatically determine whether the measured production conditions and dimensions data are acceptable or not. The information is shown in real-time on monitors on the production floor and in the office and is easy to understand. This allows us to monitor product quality with a high level of transparency. The measured data is saved onto the hardware every few seconds and they are linked with barcodes to enable precise traceability. We are utilizing the accumulated data to manage production conditions with the aim of improving and stabilizing quality.



Automated measuring device for pipes

An automated measuring device measures the outer diameter and thickness and conducts an external inspection in-line so that no irregularities are overlooked.

② Improving the transparency of quality by adding IT to test management

We are working to integrate IT into test management with the goal of improving quality transparency and customer trust. By linking the stock and shipment systems to build an integrated management system, it now allows us to stop the shipment of products that have not completed the test evaluation or those that do not meet the evaluation standards. We can share information with various departments on each of the product's test items, evaluation results, whether they can be shipped, state of progress and so on. This will prevent the shipment of products that are defective or have not completed evaluation, which will lead to improving trust from our customers. Furthermore, since the test evaluation results are inputted automatically into the computer, we can avoid human error such as mistakenly putting in wrong data. This improves data trust and work efficiency.

