



Improving value

Quality improvement efforts

Transparency of quality is necessary in 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. We are also 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 transparency in product development and manufacturing processes, as well as clarification of 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 could threaten our company's existence through the loss of social trust.

(2) Quality audit of new products

We conduct audits of products created using new technologies, new materials, new processes or for new usage applications, with the goal of preventing serious quality issues in advance.

Audit members

President, Global Technology Development Division, Global Production Management Division, Legal Affairs Section, Intellectual Property Section, 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

■ QC Kaizen International Competition

QC (quality control) group activities for small groups to voluntarily gather on the topic of quality control have been taking place at INOAC since around 1965. These activities have since expanded worldwide. Starting in 1985 INOAC has held the QC Kaizen(Improvement) International Competition on a global level in order to share quality control activities taking place throughout the group of companies. QC group activities are currently under way at 96 locations in 12 different countries. Each country holds its own preliminary round, and the best teams then advance to the QC Kaizen International Competition to give presentations and share what they have been doing. Broadening the deployment of the INOAC Group's production, technology, and quality control initiatives through this competition is not only leading to improvements in quality, but is also elevating the cohesiveness and collective capabilities of the group as a whole.

Principles of QC group activities

- Harness people's capabilities and help them unlock limitless potential
- Respect others and create cheerful, purposeful workplaces
- Help to reshape and advance the company



Comments from an operative

QC group activities have an effect on both human resources development and stimulating our workplaces. With the skills that these activities develop we complete PDCA cycles for improvements at the field level, and aim to make even bigger improvements. In order for all participants to gain a deeper understanding of the outstanding improvement cases that made it past the tough preliminary rounds in each block in Japan and overseas, the World QC & Improvement Competition is simultaneously interpreted in three different languages (Japanese, English and Chinese). This makes the event a place where the participants can learn from each other through sharing of information and interaction.