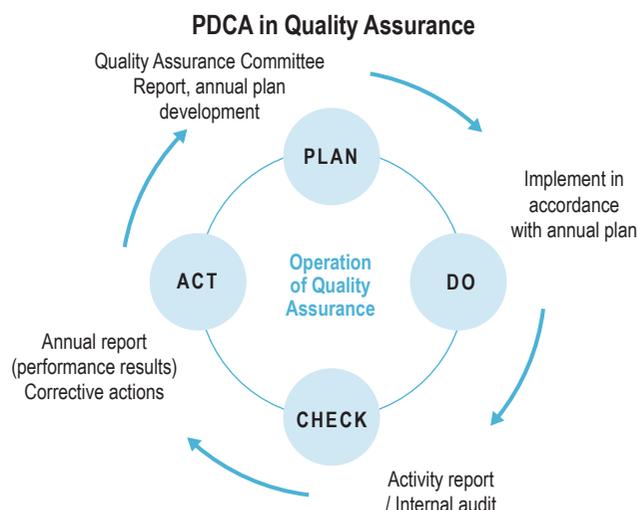


Relationships with Customers

Quality Policy and Quality Targets

Our quality policy is providing products and services that satisfy customers. Under this policy, we set mid-term quality targets and implement yearly schedules along with the PDCA cycle in an ongoing effort to improve our management system and operations every year.

Moving forward, we will continue to improve our capability of meeting market needs that are becoming more diverse and complex. We will thereby develop ourselves further as a company that contributes to society.



Nissan Chemical Quality Management System

Our quality assurance system is based on quality ISO at each plant. The system is held in high regard by our customers because it allows for the provision of high-quality products and services in Japan and other countries.

We have set up a Quality Assurance Committee that promotes quality assurance activities. It is chaired by the head of the Environment, Safety & Quality Assurance Department, and consists of the officer in charge of the Environment, Safety & Quality Assurance Department and the heads of Production Technology Department, Purchasing Department, all the business departments, and all the offices. The committee meets regularly every year.

The matters reported during the committee meeting are the results of activities, audits, improvements made in response to audit results, information about complaints, and improvements made in response to the complaints at Nissan Chemical and affiliates in the fiscal year under review. The members also discuss action policies related to quality assurance and other items for the following fiscal year. The results of the discussions are reported at the management meeting and subject to management review before the quality targets for the following fiscal year are determined.

In addition, all of our plants have obtained certification under ISO9001 (QMS), an international standard on quality management system. They each maintain and update the certificate through the certifying body.

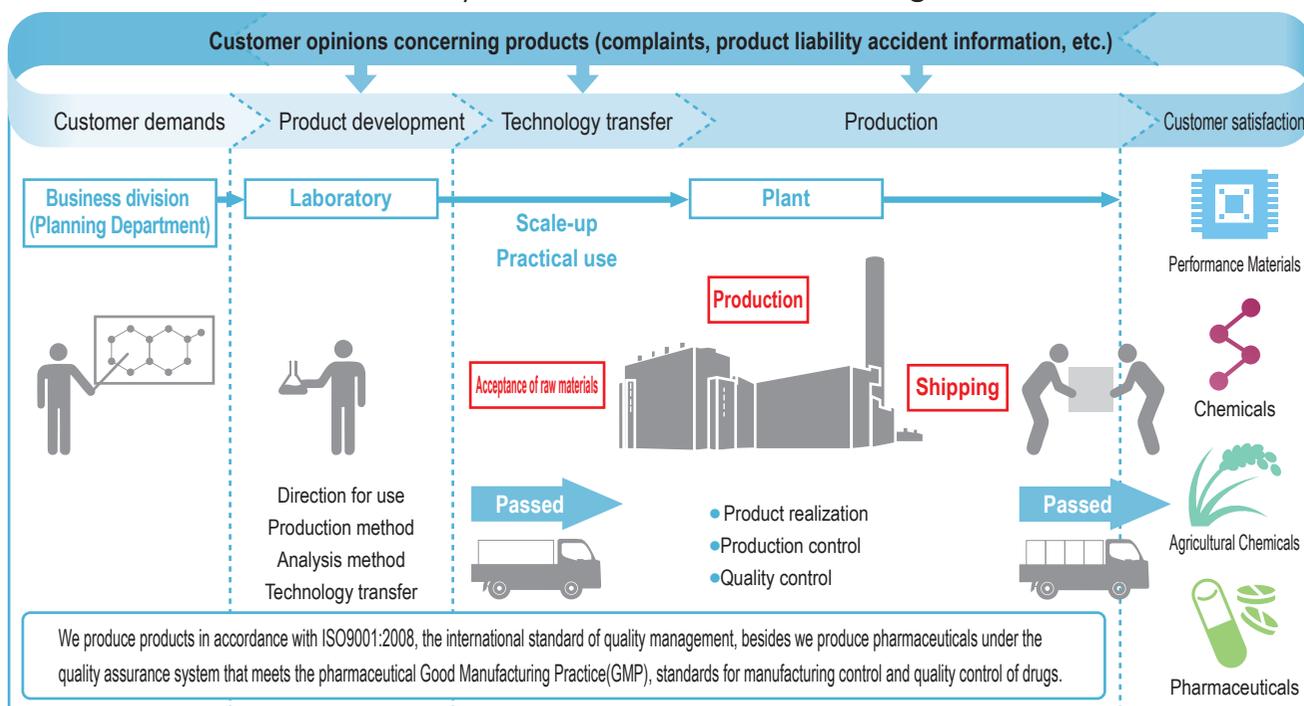


Quality Assurance Activities

By applying quality management system such as ISO9001, we conduct quality assurance activities that respond to laws, regulations and customer demands throughout product's lifecycle from development, commercialization to the use of customers.

We have a corporate network that makes us promptly collect customer opinions concerning products (complaints, product liability accident information, etc.), evaluate them and take corrective actions if necessary.

Quality Assurance Activities at Each Stage



TOPICS

Acquisition of NSF/ANSI-60* Certification

We have obtained the NSF/ANSI-60 certification for HI-LITE® (trichloroisocyanuric acid, dichloroisocyanuric acid), which is manufactured at our Toyama Plant.

NSF/ANSI-60 is a standard for chemicals that are intentionally added to drinking water. It is a standard under which certification is granted by the NSF International of the United States. NSF International was established to create standards and requirements for maintaining good hygiene in places such as kitchens in the restaurant industry. NSF/ANSI-60 has been expanding globally and is widely recognized all over the world as well as in the United States. The acquisition of NSF/ANSI-60 certification is essential for supplying HI-LITE® to manufacturers of antimicrobials to prevent epidemics that may be caused by drinking water in areas with poor hygiene control. It is believed that acquiring this certification will develop a new market of antimicrobials for drinking water, in addition to markets of antimicrobials for swimming pools, SPA, and water-purifier tanks for which they were mainly used.

We will continue to make further improvements together with our plants to provide customers with safer products that offer a higher level of quality.



*NSF is an independent international organization involved in the development of standards, product certifications, tests, audits, educations, and the provision of risk management services related to public health and the environment. The NSF certification mark on a product signifies that the product complies with all standard requirements. NSF periodically conducts unannounced inspections and product testing to verify that the product continues to comply with the standard.