

Quality Assurance

We are continuously working on quality improvement in order to provide the products that complete customers' satisfaction.

Quality Principle and Quality Targets

The Company's quality principle is "to provide products and services to meet customers' satisfaction". By setting the quality targets under this quality principle and implementing the annual schedule based on the PDCA cycle, we continuously improve our quality management

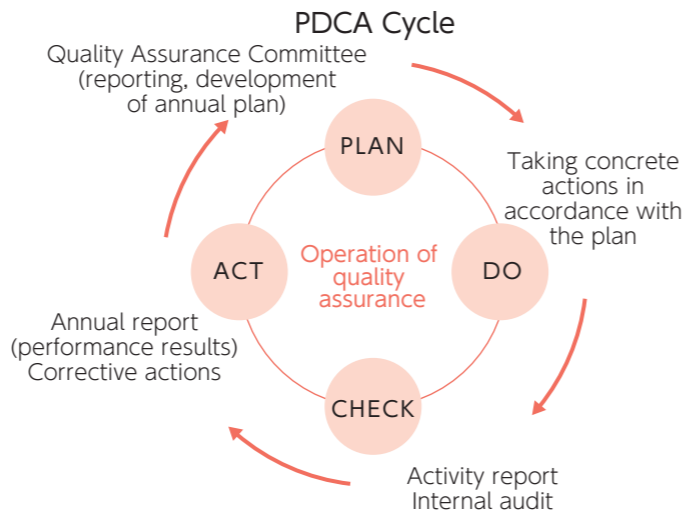
system and business operation every year. We will strengthen our responding capability to the diversifying and advancing market and further grown as a corporation that contributes to the society.

Quality Principle

"To provide products and services to meet the customers' satisfaction"

Quality Objectives (achieving the quality policy)

- Consistent quality assurance from product development to production and shipment
- QMS improvement to respond to advancing needs of customers and laws and regulations
- Corrective and preventive actions of complaints and quality troubles



Quality Management System(QMS)

The Company's quality assurance system is based on the Quality ISO in each plant and has been receiving high recognition from our customers for its excellent products and services within Japan and overseas.

We established the Quality Assurance Committee as an organization to promote quality assurance activities as well as the Responsible Care Committee,

the Committee holds regular meetings once a year.

At the Committee meetings, activity results, audit results and complaints information and their corrective actions' status of the year for the Company and affiliates are reported to the members, and the activity policies, etc. concerning quality assurance for the next fiscal year are discussed.

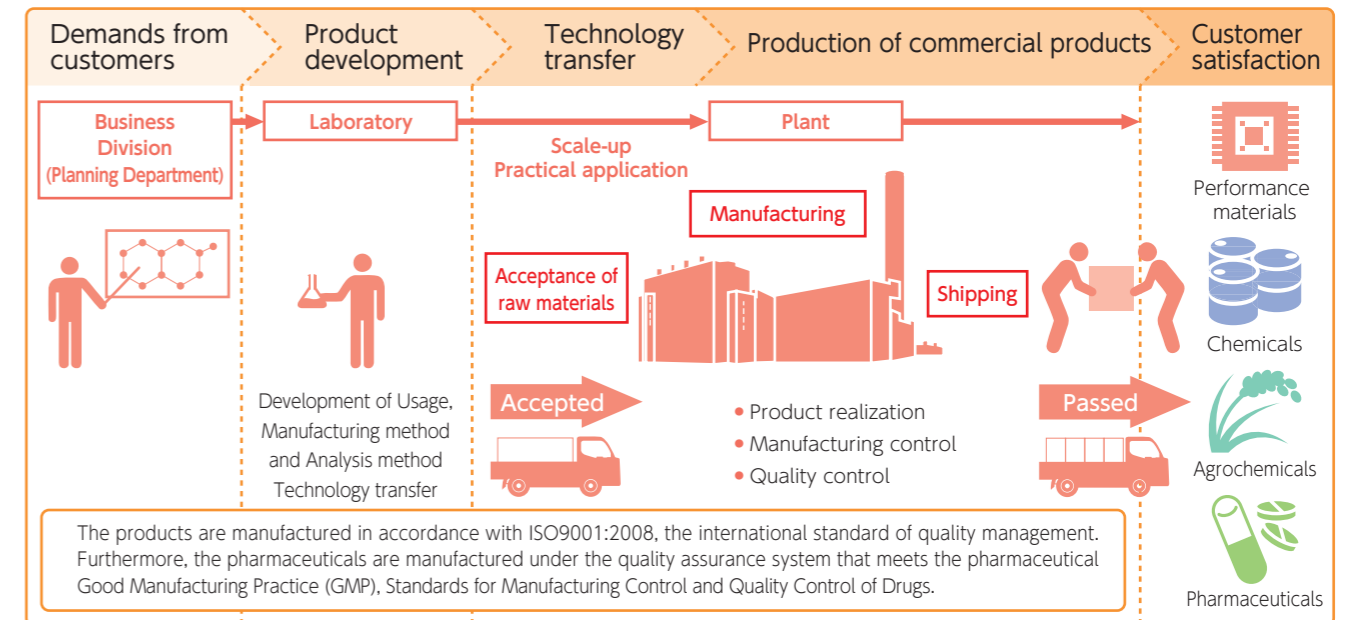
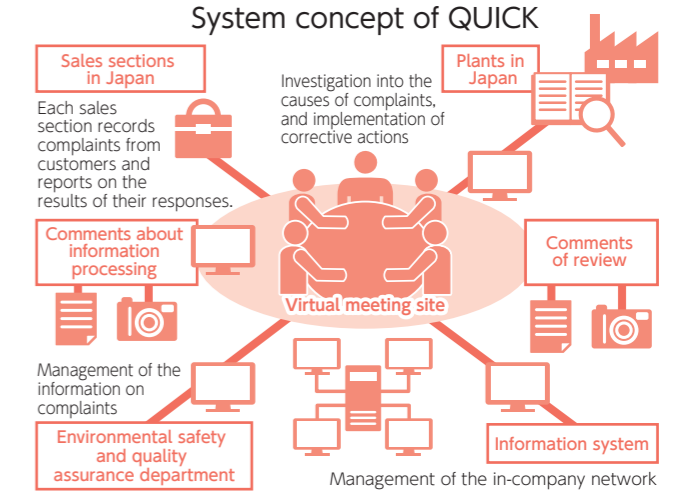
Quality Assurance Promotion System Organizational Chart



Quality Assurance Activities

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

In order to promptly collect voices of the customers concerning the products (complaints, product liability accident information, etc.), evaluate them, and take corrective actions if necessary, we also have the Quality Information and Corrective Key (QUICK) System, a virtual meeting place on the intranet.



Acquisition of the Certification of a Quality Management System

All of our Company's plant (5 plants) acquired the certificate of ISO9001, the international standard for quality management system, and have been maintaining and updating the certificate. By utilizing the management system, we are continuously making efforts to achieve stable quality and improve our products and services.

Plant	Year of acquisition	Certification body	Certification number
Sodegaura Plant	(June 1994)	Japan Chemical Quality Assurance Ltd.	JCQA-0007
Toyama Plant	(July 1994)	Same as above.	JCQA-0008
Nagoya Plant	(July 1994)	Same as above.	JCQA-0009
Onoda Plant	(July 1994)	Same as above.	JCQA-0012
Saitama Plant	(July 1996)	Same as above.	JCQA-0141

Message

"Aiming at further improvement of management systems"

Environment Safety and Quality Assurance Department,
Quality Assurance Group Leader, **Eiichi Oya**

The work of the Quality Assurance Group is to control and promote the quality assurance activities of the entire Company. Each of our plants has its own quality goals and continuously improves the processes. Our products are used by many customers in various fields. The quality must meet the expectation of our customers. In order to develop the products that respond to the advancing demand from the customers and laws/regulations and continue providing them to the market, we promote the quality assurance activities based on the Quality ISO.

