

Improvement of Products Quality

Our Quality Policy is “Providing products and services that satisfy customers,” and based on this policy, we set mid-term quality targets and work on quality activities.

- [Quality Targets]
- “Elimination of Quality Risks” with thorough governance
 - “Logistics and Supplier Management” to maximize quality performance
 - “Visualization of Quality Management and Quality Activities” that leads to enhancement of corporate value

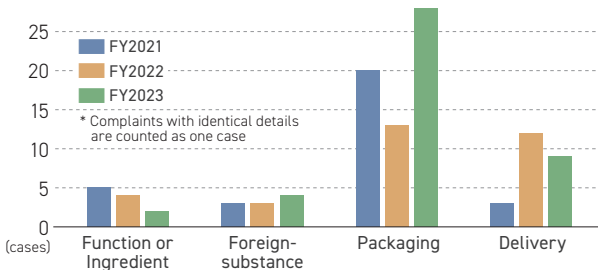
System

The quality assurance office at each plant, which is independent from the manufacturing divisions, inspect the quality of each product. In addition, the quality assurance division at the head office, which oversees the company-wide quality assurance activities, conducts quality audits at each plant and affiliated company. To promote quality assurance activities on a company-wide basis, the Quality Assurance Committee meets regularly to report the results of quality activities, the results of quality audits and the status of improvements, and complaints and status of corrective actions. The committee discusses the next year's action policy of quality assurance, etc. The reports and contents of the discussions are reported to the Board of Directors, and quality management systems are in place under management review.

Indicators

The number of complaint cases was trending downward slightly from FY2020 to FY2022, but there was an increase in complaint cases in FY2023. This is due to the increased sensitivity to complaint information within the company as a result of in-house training implemented when the customer's complaints management system was renewed in FY2023, which we believe has enabled us to respond to complaints even more appropriately. The percentage of complaints attributable to contract logistics suppliers, such as packaging and delivery, remains high. The numbers of serious complaints have been declined, with two cases in FY2021, and one case in FY2022. In FY2023, we achieved zero case.

The number of complaint cases



Web “Improvement of Products Quality”

https://www.nissanchem.co.jp/eng/csr_info/communication/customer.html

Activities

Internal Network of Product-quality Intelligence

We have established an internal network to promptly collect and evaluate customer feedback (complaint information) regarding our products and to take necessary corrective action. Customer feedback is promptly communicated to each division to enable response to customers and quality improvements.

Prevention of Quality Fraud and Data Tampering

In FY2020, we established and began implementing the guidelines aimed to prevent fraud and tampering regarding quality control. At each plant, we are working to develop a framework that is less likely to cause errors, fraud, or tampering by reducing manual operations and tasks, and enhancing the integrity of inspection data through the introduction of laboratory information management system (LIMS), etc. Even in the sites and departments that do not use LIMS, we have established a control system for issuing test results using an electronic signature system to obtain confirmation and approval logs, thereby preventing falsification of test data.

Fostering Quality Culture

In FY2021, we established the “Quality Behavior Model” aiming to enhance the quality of our employees' behavior, and disseminated it as our top message.

In FY2023, we conducted in-house training on “Quality Behavior Model” for whole company, and a training on “Change control” with the aim of reducing quality risks due to change for our all laboratories. We will continue to develop company-wide in-house training on quality compliance.

Logistics and Supplier Management

We aim for total quality assurance, considering not only the quality of the manufactured products themselves, but also the packaging materials, transportation, attached documents, and demonstration of function at the customers, as part of our products.

Since a high percentage of our abnormal quality attributable to packaging and transportation work process, we share our improvement targets with contract logistics suppliers and strive for improvement. In addition, we have established internal guidelines for suppliers including contract manufacturers, and conduct evaluations through quality audits to maintain appropriate management.