

With Our Customers

Hitachi Kokusai Electric emphasizes the importance of communication with our customers. We are committed to manufacturing products that will fascinate

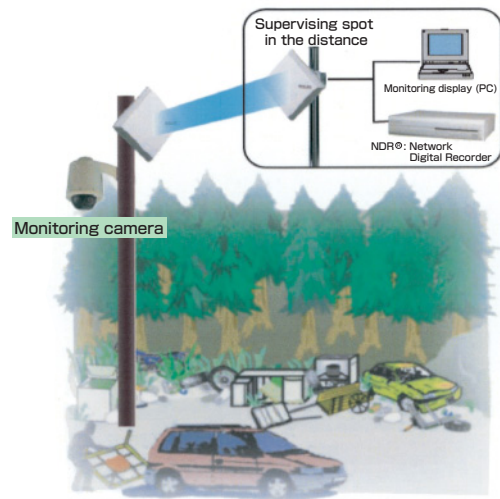
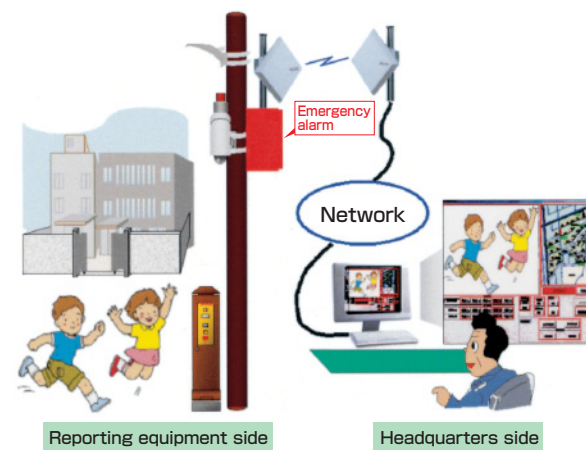
Contribution to Society through our Products

Hitachi Kokusai Electric provides system products helpful for your life and business in the fields of wireless communication and information, broadcasting and video, and semiconductor manufacturing. Our products contributing to society range from infrastructure for advanced IT networks, public and industrial wireless communication systems fused with video systems, broadcasting systems including cameras for

professional use, monitoring systems benefiting from state of art video engineering, and small size/high resolution video cameras required for industry/science/chemistry/visual arrangements, to semiconductor manufacturing equipment for rapidly increasing integrity of semiconductors. The following are samples of where communities welcome our video camera and wireless telecommunication systems:

1. To protect our children (Security Post System)

This system discourages recently increasing crimes against children such as kidnappings, since the crimes are visually and audibly monitored through an emergency alarm system.



2. To protect our environment (Illegal Disposal Watch System)

This monitoring system works 24 hours a day in areas difficult to watch, such as deep in the mountains. The camera and sensor automatically identify, report, and record suspicious cars. Our wireless telecommunication technology enables the coverage of the area where cables cannot reach.

3. To protect our lives from disasters (Municipal Disaster Prevention System)

Our wireless communication system is helpful to communities for publicity to prepare for disasters, and for emergency communication if disasters do occur. Digital processing clears the load from visual and data communication, as easily as audio communication. Other than these, our products make our lives safer and more convenient in many areas. As shown above, our customers have their own customers, making Hitachi Kokusai Electric involved deeply and widely with society. Considering this, we develop and produce products to contribute to making our society safe and affluent.



and help our customers now and in the future. We will continue to improve our accountability, earn and sustain your trust and confidence.

Respond to Customers' Confidence

Hitachi Kokusai Electric Inc. considers the viewpoint of customers and manufactures products pleasing customers. The quality of our products and services must be excellent. Not only for sales and marketing force who have daily contact with customer, but at each phase of research, design, manufacture,

inspection, shipping and service we are working with customer in mind. In addition, our monitoring system must be in effect, to identify all potential problems and always be working to improve products' reliability and customers' confidence in us.

1. Programs to Improve Customer Satisfaction (CS)

Hitachi Kokusai Electric Inc. is always working to improve customer satisfaction and confidence with thoroughgoing quality comes first based manufacturing and providing product and service considering safety, quality and environment. In addition to our usual contacts with customers, our Internet site shows how to reach us and our call center listens to customers. This communication, as well as the results of the regular CS research, is properly reflected in our products and services. We are constantly striving to improve our CS level in many ways.



Contact page of our Web Site

3. Programs to Improve Quality

Quality has to be assured initially at the stages of planning and designing, whereas manufacturing and inspection are the stages where defects are eliminated. Based on the thoughts of good products come out through good working procedures, all Works are ISO9001 registered to keep continual improvement of Quality Management System. Moreover, in order to further satisfy customer requirements, the relevant manufacturing Works are JIS Q 9100 or TL9000 registered.

Another regular meeting, the Quality Assurance General Managers Meeting is held under supervision of the executive officer in charge to improve quality of products and services. It leads improvement activities such as making quality policies well known, preventing the occurrence or recurrence of quality problems, and providing quality information to share.

4. Programs to Quality Problems

When any quality problem occurs, it is important to act quickly and minimize the influence on the customer. Major quality problems are immediately escalated to president and the executive officers. With this system and structure, top management leads immediate response to solve the problems.

It is important to handle quality problems from the viewpoint of the customer and to consider customer benefit as the first priority. "Ochibo Hiroi . Quality Gleaning Activities", which is a series of actions from finding and studying a quality problem to preventing its recurrence, is based on this principle. In "Ochibo Hiroi", the technical cause or even how the cause be consciously or unconsciously generated are thoroughly investigated in order to prevent any recurrence of the problem.

2. Providing safety Products and Services

The incidents that a company loses its customer's confidence by defective of product's safety keep on appearing in media.

Hitachi Kokusai Electric Inc. complies with the Product Liability Law (PL Law) and other laws, regulations, and standards in Japan and abroad, as well as our internal standards established for further assurance of safety. The General Manager of the Quality Assurance Division chairs the regular meetings of the Product Safety Promotion Committee, to share the information regarding products safety and to discuss internal and external incidents as an example to prevent the recurrence.

URL showing how to inquire about our products and services.

■ Hitachi Kokusai Electric, Inc. Home Page
<http://www.h-kokusai.com/global>

- ① Inquiry on wireless communications and information systems
<http://www.h-kokusai.com/global/products/wireless/contact.html>
- ② Inquiry on broadcasting and video systems
<http://www.h-kokusai.com/global/products/video/contact.html>
- ③ Inquiry on semiconductor manufacturing systems
<http://www.h-kokusai.com/global/products/semicon/contact.html>

Nb. Usual contacts such as quality problems or repairs are undertaken by the relevant sales and service staff.