

With Our Customers

For general inquiries, contact
<http://www.h-kokusai.com/global/contact/index.html>

With "customer viewpoint" as our keywords, we think of things by putting ourselves in our customers' shoes and create things that please them. We then employ our checking function in an attempt to constantly pursue higher reliability.

1 Efforts to increase customer satisfaction

We commit ourselves thoroughly to *Monozukuri* with focus on quality first, provide products and services in which the emphasis is on safety, quality, and environmental soundness, and are so doing to obtain customer's satisfaction, trust and confidence.

2 Providing safe products and services

Several cases have recently occurred where certain corporations have lost customer confidence due to substandard safety issues that may greatly affect society. To provide our customers with safe products and services, we observe not only applicable domestic and international laws and safety standards, but also our internal standards established to ensure safety.

3 Efforts to enhance quality

Based on the idea that quality should be built in at the stage of product planning and design, defects should not be overlooked in the manufacturing and inspection processes, and that good products result from good work processes, we have obtained certification under ISO9001^{*1} at all our

production sites, and are continuously enhancing our quality management system^{*2}. We will also strive to obtain certification under JIS Q9100^{*3} and TL9000^{*4}, which apply to specific product areas, in an attempt to provide products and services of higher quality that better meet customer requirements.

4 Efforts to address quality problems

It is important to promptly address any quality problem that may emerge, thus minimizing possible trouble to our customers. We have built up a mechanism and a system that, in case of a major quality problem, allow us to promptly report the problem to the president and top management so that these executives can promptly and thoroughly respond to quality issues. The series of efforts in examining quality problems and preventing the recurrence of such problems is called "gleaning." While validating the situation of similar products in an attempt to prevent similar incidents, we identify the direct technical causes of problems as well as motivational causes that led to the incident in order to prevent recurrence based on the basic principles of: "The key to gleaning is customer satisfaction" and "Do not keep problems hidden."

Flow of quality enhancement efforts



Gleaning

URLs to inquire about our products and services

Home Page of Hitachi Kokusai Electric Inc.

▶ <http://www.h-kokusai.com/global/>

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

Service Companies

- Home Page of Hitachi Kokusai Electric Services Inc.
<http://www.hs-web.jp/>
- Home Page of Kokusai Electric Semiconductor Service Inc.
<http://www.kss.h-kokusai.com/>

Usual inquiries concerning quality problems and repairs are undertaken by the relevant sales and service staff.

Glossary

- *1 ISO9001: International standards for management systems designed to continuously supply products and services satisfying customer requirements
- *2 Quality management system: A mechanism for maintaining and enhancing the business process of providing products and services, in order to improve the quality of those products and services
- *3 JIS Q9100: Quality management standards applicable to organizations that manufacture and supply aeronautical and astronautic products
- *4 TL9000: Quality management standards applicable to organizations and subcontractors that provide telecommunications products