

With Our Customers - Quality Assurance -

To provide products and services that satisfy our customers, we constantly think and work on our customers' point of view for product development, design, manufacture, inspection, sales, service and all other business activities.

Policy to Increase Customer Satisfaction

We thoroughly adhere to the principle of quality first, develop and provide products and services in which the emphasis is on safety, quality and environmental soundness, and aim to obtain customer satisfaction and confidence.

Providing Safe Products and Services

There has been very high public interest in product safety in recent years. To prevent incidents relating product safety, we not only comply with the Product Liability (PL) Law, domestic and international laws, and safety standards, but also establish in-house standards for further safety in an attempt to improve the level of quality, thereby providing our customers with safe and high-quality products and services. Moreover, we hold the periodic "Product Safety Conference" meeting to share information concerning product safety and consider ways of preventing nonconformities based on case studies of failures both within our company and in other companies.

Policy to Improve Quality

We have obtained certification of ISO 9001 for all our Works and are continuously improving our quality management system by using the PDCA cycle in the process approach. In order to further satisfy various requirements of customers on products and services, we have also obtained certifications of JIS Q 9100 and TL 9000 as applicable to specific product areas.

Moreover, all our efforts to improve business quality lead to higher quality in products and services. We therefore strive to improve quality continuously for the quality of all operations.

Policy to Address Quality Problems

It is important for actions against quality problems to have the viewpoint of the customer and consider customer benefit as the first priority. In ourGroup, the series of soul-searching activities to prevent the recurrence of problems is called "Ochibo Hiroi." To prevent the recurrence of the problem, we thoroughly identify the direct technical and motivational causes of such problems, and extend the verifications to other similar products and services.

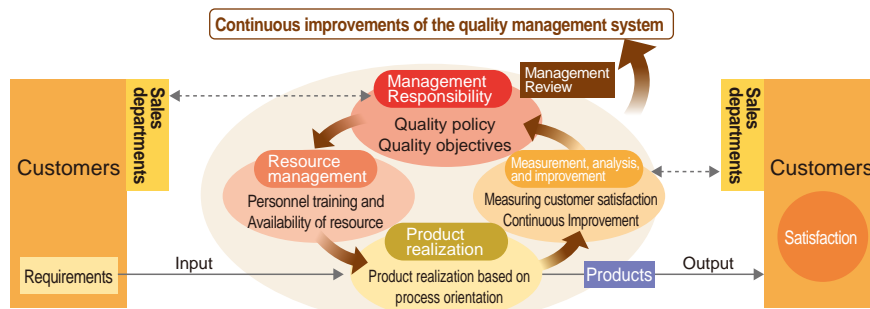
URLs to inquire about our products and services

Home Page of Hitachi Kokusai Electric Inc.
<http://www.hitachi-kokusai.co.jp/global/>

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

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

Flow of quality improvements



Glossary

- *1: Product Liability (PL) Law: A law established regarding the liabilities of manufacturers and distributors with regard to any damage suffered by the user of a product with defective design, manufacture or display, or with regard to damage suffered by a third party due to that defect
- *2: ISO9001: International standards for management systems designed to continuously supply products and services satisfying customer requirements
- *3: 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
- *4: JIS Q9100: Quality management standards applicable to organizations that manufacture and supply aeronautical and astronautic products
- *5: TL9000: Quality management standards applicable to organizations and subcontractors that provide telecommunications products (hardware, software and service)