With Our Customers – Pursue the Quality –

Our Group pursues constant improvement of the quality assurance system from a customers' point of view in all business activities including product order receipt, development, design, production, inspection, sales, and after-sales service.

Providing Safe Products and Services

We not only comply with the Product Liability (PL) Law,[1] 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 internally and externally.

Policy to Improve Quality

We have certification of ISO 9001[2] for all our Works and are continuously improving our quality management system[3] by using the PDCA[4] cycle in the process approach. In order to further satisfy various requirements of customers on products and services, we have also certifications of JISQ9100[5] and TL9000[6] as applicable to specific product areas, and incorporated the sales departments into the quality management system.

Policy to Address Quality Problems

We always take all possible actions to ensure perfect product quality. However, should any accident or trouble occur, it would be necessary to promptly settle the incident and complete corrective action in order to minimize the trouble caused to users. Early settlement also leads to the prevention of similar incidents. In April 2008, we established an organization called the Field Support Group or FSG (run jointly with our service companies) for coping with and managing outside accidents involving products, thereby taking actions to make a quick response. In responding to quality problems, it is important to think and act from the viewpoint of a customer. A philosophy for review and recurrence prevention activities based on that thinking is called *Ochibo Hiroi* ("gleaning"). *Ochibo Hiroi* identifies both direct technical causes and motivational causes not only to prevent recurrence of the problem, but also to prevent similar problem on similar products.

Topics

We received the Supplier Continuous Quality Improvement (SCQI) award[7] 2008 from Intel Corporation. The year 2008 witnessed the selection of 14 corporations for this award, including ours. The fact that we received the SCQI award four times in five years reflects recognition of our efforts toward product and service improvements in contributing to Intel's business. This is a source of great joy and pride for us.

Intel executives, our president (at the time we received the award) and other representatives of both companies

Voice

"This award is in recognition of Hitachi Kokusai for delivering results which exceeded Intel's goals and expectations," said Sandra Viarengo, Fab Capital Equipment Development director, Intel Corporation. "Kokusai consistently demonstrates outstanding support for Intel and a strong commitment to our Supplier Continuous Quality Improvement process." All members concerned will do our best to yet again receive the award in 2009, and continue to tackle the challenges at hand.

Isao Wakabayashi (left)
Kazuhiro Shimoda (center)
Quality Assurance Department, Toyama Works

Yutaka Nishino (right)
Production Planning & Management Department, Toyama Works

Home Page of Hitachi Kokusai Electric Inc. to inquire about out products and services:

http://www.hitachi-kokusai.co.jp/global/ or [Hitachi Kokusai Electric Inc. Contact] [Search]

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

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 standard 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 PDCA ···················· Plan-Do-Check-Action
※5 JISQ9100 ··············· Quality management standard applicable to organizations that manufacture and supply aeronautical and astronautic products
※6 TL9000 ················· Quality management standard applicable to organizations and subcontractors that provide telecommunications products (hardware, software and service)
※7 SCQI Award ·············· An award, a part of Intel's SCQI program, granted to a supplier who achieved the standard set for the year. Details are shown in Intel's website with the following URL : http://supplier.intel.com/quality.