



With Our Customers – Pursue the Quality –

Under the slogan of “establish HiKQ as a brand of confidence that satisfies our customers,” all colleagues will observe fundamentals, do things the right way and, from a customer’s point of view, think and act on their own and work to make continued reform of each business procedure.

Providing Safe Products and Services

We comply not only with the Product Liability (PL) Law, domestic and international laws, and safety standards, but observe also 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 "Product Safety Conference" meeting to share information and consider ways of preventing nonconformities based on case studies of failure occurring both internally and externally.

Policy to Improve Quality

We have certification of ISO 9001 (quality management systems) 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 also received JIS Q9100 and TL 9000 certification as applicable to specific product areas, and incorporated our sales departments into the quality management system.

Policy to Address Quality Problems

A series of review and recurrence prevention activities based on thinking and acting from the customer’s standpoint is called *Ochibo Hirori* (meaning “gleaning”), which identifies the direct technical causes of problems and the motivational problems that led to those causes, and involves working to prevent recurrence and verifying similar products in an attempt to prevent similar problems.

Flows of quality improvements

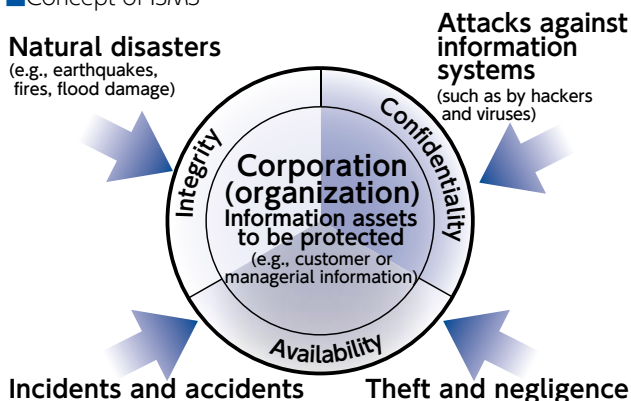


Information Security

Our Information Solution Center may accumulate customer information and/or company secrets when it provides services for developing and maintaining products and systems. In providing maintenance service, we may also collaborate with another corporation, thereby running a much higher risk of "information leakage."

The Center has built an Information Security Management System (ISMS) in order to ensure the "confidentiality, integrity, and availability" of personal information and other information assets, solidify rules and systems for protection, and work to win the confidence of both customers and society. The Field Support Department of the Center and the Information Solution Group in Kansai Area Operation have recently obtained certification under ISO 27001—a world standard for ISMS. Going forward, we will establish even higher security for customer information in an attempt to establish "customer confidence and our continued reliability."

Concept of ISMS



HiKQ ACTION

I deeply feel from daily conversations with my customers that “information security” management is one of the important issues in proceeding with the information business. We recently arranged a well-established system in response to our acquiring ISO 27001 (information security management systems) certification. In the future, we will work to earn further confidence from our customers for gaining more orders.

Noritoshi Ichitsubo
Kansai Area Operation



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

<http://www.hitachi-kokusai.co.jp/global/contact/> or

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

- Prevention of Global Warming -

We develop leading-edge energy-saving technology to meet our customer needs for global warming prevention.

A plasma nitridation/oxidation system that assists customers' environmental performance MARORA®

- We improve equipment performance and resource/environmental efficiency in an attempt to certify as a Super Eco-Product -

Regarding semiconductor manufacturing systems that initiate the manufacturing of memory and other semiconductor devices, the equipment function and environmental performance levels of those systems are improved day by day in response to the refinement and integration of devices.

The new plasma device known as MARORA® offers 6% higher productivity, a 23% smaller equipment footprint, and 15% lower energy consumption than our conventional units (models marketed in May 2005). Moreover, by reducing the number of impurities and reducing contamination levels at device manufacturing, thereby improving process performance, we meet customer demands for higher yield. These efforts respond to customer needs for an environmental contribution. By proceeding with further improvement, we seek the certification of Super Eco-Products.



MARORA®

*MARORA® is a registered trademark of Hitachi Kokusai Electric Inc.

HiKQ ACTION

This equipment was developed in a short period, under the concepts of high productivity, reduced footprint, and low power consumption. Since nitrogen and oxygen are the only processing gases required in nitridation/oxidation, customers need not furnish exhaust gas processing equipment. Regarding that point, I think that we also contribute to customers' environmental performance. Going forward, we will develop equipment that can be differentiated from that of our competitors not only in equipment performance but also in environmental performance as well.

Masayuki Tomita

Single-Wafer Equipment Development Department, Semiconductor Equipment Division



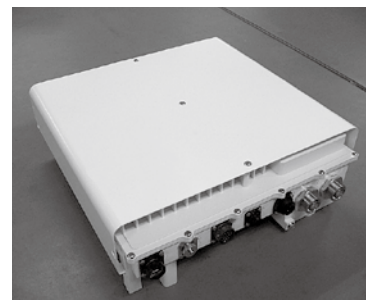
High-efficiency transmission amplifiers for wireless base stations

- Aiming for the highest-level technology in the world -

Transmission amplifiers for wireless base stations ("amplifiers" hereafter) amplify signals transmitted from base stations to portable phones and other wireless terminals.

In the development of these amplifiers, we achieved high efficiency by adopting gallium nitride elements and optimized the Doherty type amplifier in our own way. With the new model, we reduced energy consumption by about 40% from that of our conventional models developed until March 2008.

That is, we can save 33 W from the conventional consumption from 83 W to 50 W in operation of amplifier, and if a daily average operation time is for six hours, the yearly energy saving would be about 72 kWh per unit. In CO₂ emission equivalents, this is equivalent to a yearly reduction by about 40 kg of CO₂ emission (561 g CO₂/kWh). In Japan, there are more than 200,000 wireless base stations, with differences in output power or composition. If only 1% of those stations, 2,000 amplifiers are replaced to realize similar energy-saving, we can achieve a yearly reduction of 80 tons in CO₂ emissions.



Wireless base station unit

HiKQ ACTION

We succeeded in achieving a power efficiency considered impossible several years ago by all the team members keeping up high goals, putting together the knowledge, ideas and latest expertise of many people, engaging in daily debate, and continuing to tackle the challenges slowly but steadily without giving up. We would like to meet society's needs with all the team members united as one.

Satoshi Furuta

Infrastructure Engineering Department, Wireless Communication Systems Division

