

【Quality Report】

<Piolax Global Quality Policy>

As an expected company, the Piolax Group will step up stable manufacturing aiming to further improve customer satisfaction and increase corporate value.

Basic policy

Deliver quality of the greatest satisfaction to customers.

Action guidelines

Seven Action Guidelines are set in order of major manufacturing processes from design development to production.

1. Meet customer needs by achieving robust design.
2. Build high quality process to secure design quality.
3. Enforce 5S and create a clean and safe work environment.
4. All good parts by following work standards and procedures.
5. Quality check is mandatory when trouble or change occurs.
6. Train operators to be keen and alert to “quality issues”.
7. Continuous quality improvement by all employees

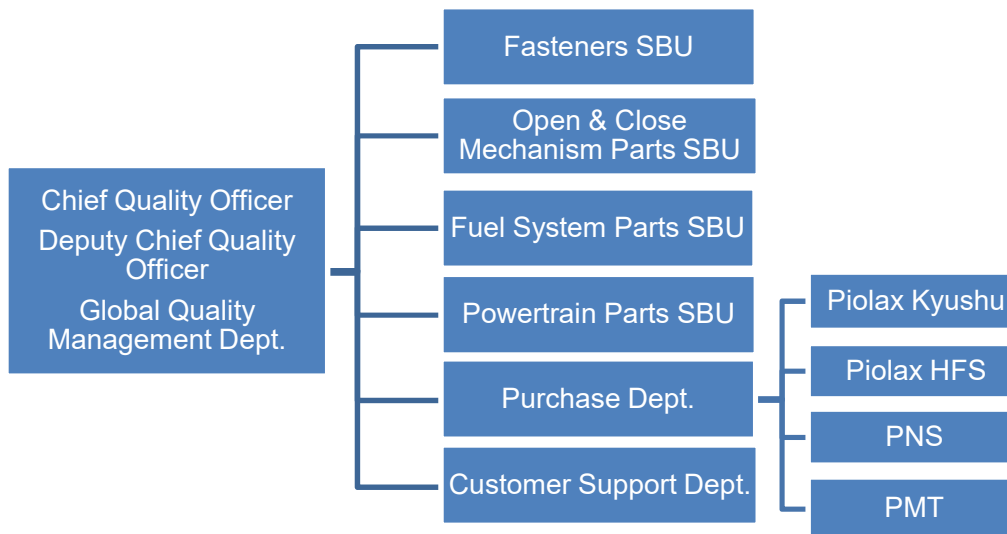
<International Certification of Global Quality Management>

Piolax has continued its efforts to obtain international certifications of quality management: it obtained QS9000 in 2001, followed by ISO9001, ISO/TS16949, and IATF16949: 2016 in 2017. Its ten overseas subsidiaries have all obtained IATF16949: 2016. Concerning the domestic subsidiaries for production, Piolax Kyushu, Piolax HFS, and PNS have got certified for ISO9001: 2015. Also, Piolax Medical Devices has got certified for ISO13485: 2016 (medical devices quality management system). Piolax will endeavor to raise the level of international quality standards systematically as a group.

<Quality Management System>

Piolax and its domestic subsidiaries have established a quality management system led by the Chief Quality Assurance Officer, the Deputy Chief Quality Assurance Officer, and Global Quality Management Department as described in the Piolax domestic quality assurance system diagram for the purpose of taking action by Product SBUs, Purchase Department, and production subsidiaries with expertise specific to product characteristics. Also, the integrated quality assurance system from production to delivery is in place including Customer Support Department which delivers products to our customers.

Piolax quality assurance system diagram in Japan



<Global Quality Meeting>

Global Quality Management Department holds the Global Quality Meeting four times a year to raise the level of quality assurance operations at overseas bases. In FY2020, we shared all information with overseas sites through online meetings. With regard to operations that require on-site inspections, such as process audits, in particular, we can now provide appropriate advice from Japan in a timely manner by utilizing videos and distributing live videos.

