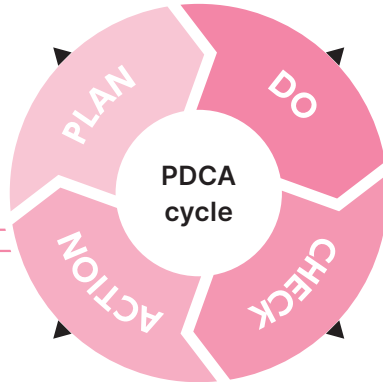


## ● Provision of stable and reliable product quality and prompt and meticulous support quality

### Quality policy/Quality targets

- Initiatives aimed at risk and opportunity
- Planning of quality management system (quality target implementation plan/ quality management system program)



### Support and operation

- Tokyo Seimitsu Engineering Standards (TES), resources, competencies, education and training, legal information
- Creation of products and services
- Determination of requirements, design and development, management of manufacturing and service provision (change control) and release, defective product management
- Quality improvement activities
- Quality management system program execution
- Communication with suppliers

### Improvement

- Instructions from management review
- Corrective action for non-conformities
- Continuous improvements

### Monitoring, measurement, analysis, evaluation

- Internal audits
- Customer satisfaction surveys
- Supplier performance surveys
- Management reviews