Quality

🔵 Quality Policy

We have established a quality policy to continuously create products that meet our customers' expectations.

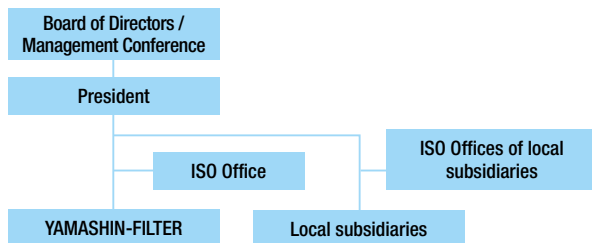↗️ **Quality Policy**
https://www.yamashin-filter.co.jp/eng/sustainability/social/main/01/teaserItems1/01/linkList/0/link/QualityPolicy_en.pdf

🔵 Structure for Quality Control

We have been certified under ISO9001:2015, the international standard for quality management systems (with a certification coverage rate of 82%). Under our in-house ISO Office, we run PDCA cycles by implementing quality control based on the relevant rules and regulations.

To improve quality, we set numerical targets for process defect rates, and monitor and manage these as metrics. The Quality Assurance Division assesses the state of monthly defect rates at the Saga Branch Office, the Cebu Plant and the Vietnam Plant. Corrective and preventive measures are implemented according to the state of progress toward achievement of targets. Reports on defect rates and any major defect cases are presented at our monthly Management Conference for deliberation on the causes and on the appropriateness of countermeasures.

● Diagram of Quality Control Structure

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        Board of Directors /
      Management Conference
                │
            President
                │
       ┌────────┴────────────┐
       │                     │
   ISO Office        ISO Offices of local
       │                subsidiaries
       │                     │
 YAMASHIN-FILTER       Local subsidiaries
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🔵 Initiatives Concerning Quality Control

Actions to Correct and Prevent Defects

To assure quality, it is necessary to take into consideration the future quality service life of the product at the customer's location when determining the lifetimes of the materials, parts, and products to be used, then to move ahead with development and design, processing and assembly. In our quality management, we make use of diverse tools such as Pareto diagrams for quantitative and qualitative analysis of defects so that their causes can be brought to light in the early stages. As a general rule, our system initiates an investigation on the very day that we receive an inquiry or a defective product from a customer.

Improvement Activities

At our production sites, we conduct improvement activities with a focus on reducing overcapacity (in terms of process flow, workload, and machine capacity), wastefulness, and inconsistency. At the Saga Plant, all employees submit at least one proposal per month concerning safety, quality, and process improvements. As part of our DX advancement effort, robots have been introduced to the production line, and at our Vietnam Plant, which began operation in April 2022, we are implementing thorough quality management, not only through on-site guidance but also remote guidance.

Improvement activities at our production sites are constantly ongoing, and change is always taking place. We proactively make continual improvements, however small, to achieve customer satisfaction by improving quality.

Human Resources Development for Quality Improvement

With respect to all workers, we go beyond simple communication of the content of tasks, conducting education to enhance understanding of work from the essentials, including the significance of tasks and the principles and technology of equipment. We work to cultivate human talent that can address problems, not only by putting forward proposals for improvement, but also by implementing management until those improvements are completed. In addition to encouraging employee growth, we are also promoting the development of multi-skilled workers (training employees to be capable of performing various tasks) so that customers will not be inconvenienced by delays in production, quality, or delivery dates in the event of a sudden shortage of personnel.

Advanced Standardization Using ICT

Using tablet devices installed on production lines, workers are able to view standardized work procedure documents that have been digitized and stored on servers. This has enabled significant reductions in inconsistency among individual workers, the prevention of decreased work efficiency due to changes of personnel, and other improvements in efficiency and consistency. We have also achieved the visualization of assembly methods, by moving away from a system based on paper documentation toward the use of videos that can be shared with our overseas plants.

A worker checks work standard documentation at a terminal within the process