

Quality Assurance and Product Safety

Constant improvement of quality

The Hitachi Chemical Group defined the Quality Assurance Principle in 1988 based on Hitachi Group's traditional concept "Ochibo Seishin—The spirit of the gleaming."* This Principle provides that constant improvement of quality in each stage of R&D and production achieves product safety and makes us trusted.

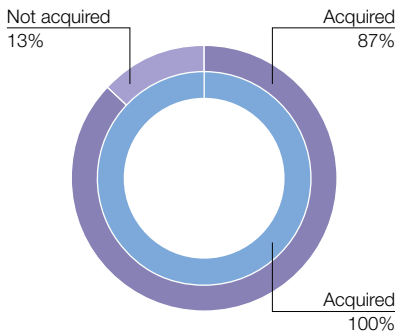
Also, the major production sites of the Group are certified according to ISO 9001.

* Hitachi Group's traditional concept "Ochibo Seishin—The spirit of the gleaming": The concept explains the importance of conscience and humanity. The actions for eliminate products defects are based on this concept.

ISO9001 aquiring ratio

Ratio of sites

■ Non-consolidated
■ All manufacturing companies of the Group



Elimination of product-related accident

In 1966, Hitachi Chemical established the "Product-Related Accident Control Regulations" in order to eliminate accidents caused by delivered products and take prompt measures in case of the accident. Each division has the person in charge of product-related accidents.

Also, each division enhances trust of customers by getting feedback from customers and reflecting the feedback for improvement in quality.

Each production site holds a quality review meeting at least annually. It is to review and check whether the level of customer satisfaction has been improved and also whether appropriate activities are promoted to improve our quality level and to provide safe products.

Tools for quality assurance

We provide up-to-date safety information by issuing Material Safety Data Sheets (MSDS) so that our chemical products may be handled in an appropriate manner. In addition, "yellow cards" (emergency contact information) are issued to ensure safety during transportation and "yellow cards on packaging" are adopted to provide information on first-aid treatment in case of emergency.



After-sale service by our housing equipment and environmental facilities company

Hitachi Housetec Co., Ltd., which manufactures and sells housing equipment and environmental facilities to consumers, provides after-sale service through the network of customer centers and its service companies. The dedicated telephone lines are available twenty-four hours a day seven days a week, liaising with 45 service companies (83 sites) in Japan.

Building High Quality into Our Products during the Development and Production Processes

