

Relationship with Customers

We strive to meet the expectations of society by providing safe, quality products and services that our customers can use with peace of mind.

Basic Approach

In accordance with the Minebea Quality Policy, the Minebea Group aims to fully satisfy customers in terms of quality, cost, supply capacity, and speed, working diligently to enhance its reputation as the most reliable component manufacturer.

As part of this effort, we place great emphasis on risk assessment at the product design and process design stages, enabling us to provide our customers with products of consistently high quality.

Quality Management

Quality Management Framework

In conjunction with the enactment of its Product Safety Charter in 1995, the Minebea Group established a Product Safety Committee. Since then, each production site has worked to ensure the safety of products and services and prevent accidents. As we enter new fields of business, such as aircraft parts, and the market demands ever-higher levels of quality and reliability, the entire group is working to continuously enhance quality. To this end, group-wide Quality Management Manual was adopted in 2007 to improve our quality management framework.

Under the quality management system, the Quality Management Committee was established as a support and advisory body for the President and Chief Executive Officer in his capacity as chief executive. This committee is tasked with monitoring quality management systems and the performance of those systems overseen by the heads of each business headquarters or business unit.

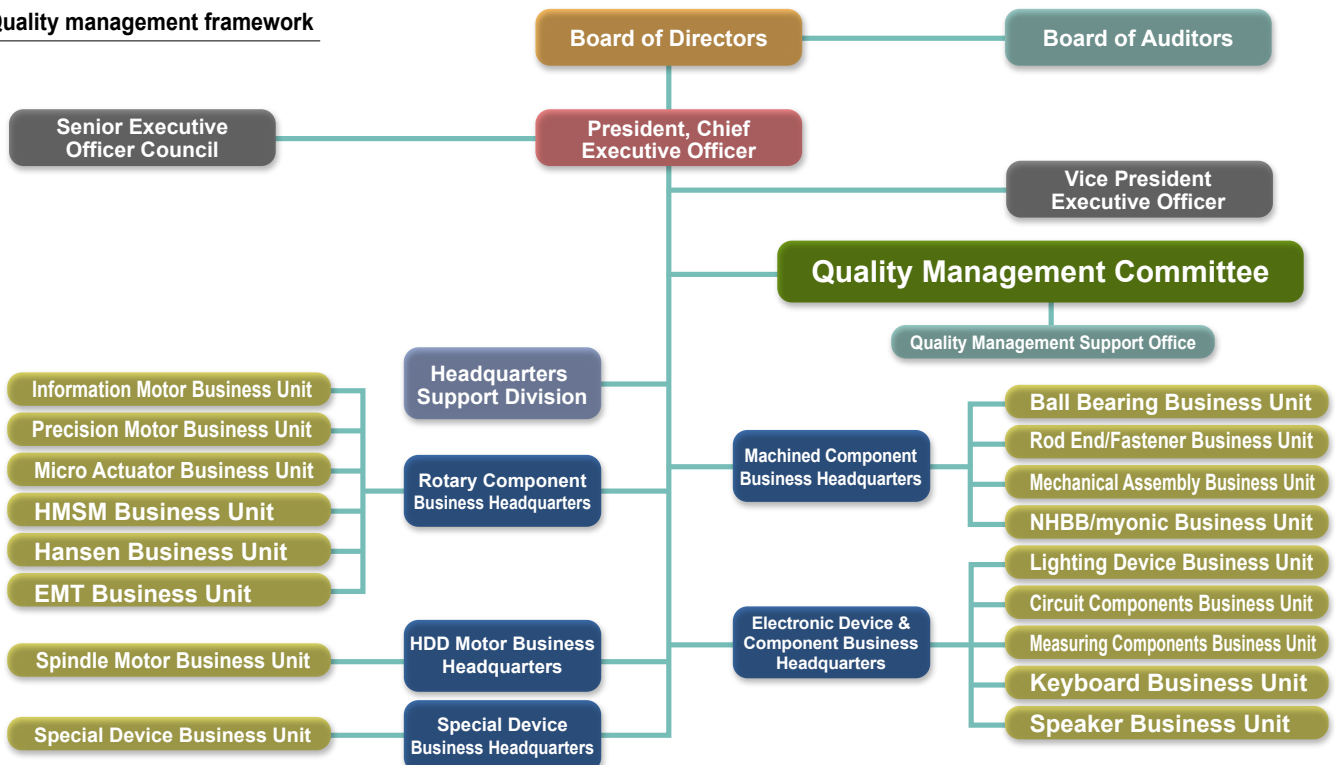
We established a Quality Management Support Office to act as the secretariat for the Quality Management Committee, to give advice and propose improvements concerning quality management at each business unit or business headquarters, and to provide support for quality assurance and audit and for dealing with critical quality problems.

Promoting Acquisition of Quality Management System Certification

Our Group is promoting acquisition of certification for ISO9001, the international standard for quality management systems, in each business unit. Acquisition of certification for AS9100, the standard for the aerospace industry, and for ISO/TS16949, the automotive industry standard, is also being promoted.

As part of this approach, the Precision Motor Business Unit acquired ISO/TS16949 certification in FY2009, and the Lighting Device Business Unit is aiming to acquire the same certification in FY2010.

Quality management framework



Quality Improvement Measures

In the pursuit of ever-higher levels of quality, a presentation on DRBFM⁽¹⁾ case studies in FY2009 across all business units, focusing on the study of risk assessment methods, was made. In addition, past quality-related problems were researched and the failure knowledge database which can be shared throughout the company was expanded.

Disclosure of Quality-related Information

Most products from the Minebea Group are ultimately integrated into finished products that pass into consumers' hands. For this reason, we provide quality-related information to our customers as requested. Also in response to customer requests, we communicate information about chemicals in our products, based on information obtained through our suppliers.

For speakers and a number of other finished products, user's manuals include safety-related information.

Communication with Customers

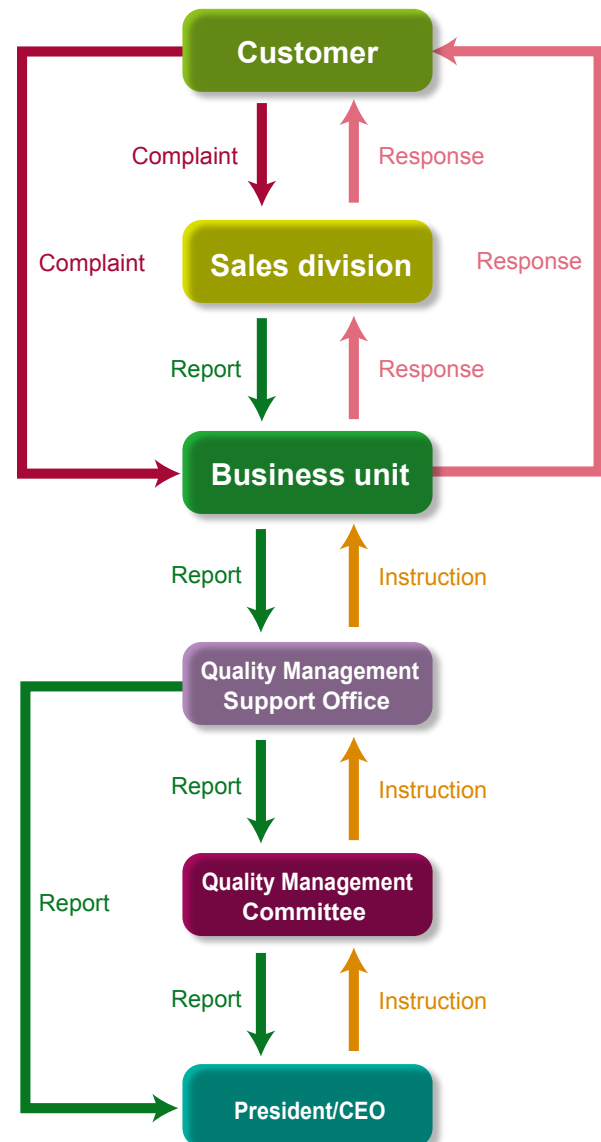
Customer Satisfaction Surveys

Within the Minebea Group, individual business units conduct their own customer satisfaction surveys. This research spans a comprehensive range of evaluation criteria, including sales support, quality of response to product-related problems, and product prices. Findings based on these data are then fed back to the sales and development departments of the corresponding business units. If customers should evaluate any criterion below a specific satisfaction level, we assess and implement improvements across all business units.

Responding to Quality-related Problems

If a serious problem concerning the quality of Minebea Group products or services were to occur, the Quality Management Support Office would notify the President and Chief Executive Officer and the Quality Management Committee, which would then determine the best way to respond to the situation.

(1) DRBFM stands for "design review based on failure mode," a quality analysis procedure developed by Toyota Motor Corporation. Under this approach, defects that could potentially occur as a result of design changes are identified at design review meetings, where the methods for best preventing these defects are determined.



Future Issues and Goals

We will work not only to enhance the quality management systems in use at all business headquarters and business units, but also to uphold design and development quality and further improve our core engineering strengths and develop new technologies. In this way, we are committed to enhancing quality in a comprehensive fashion spanning all phases from design through to the finished product.