

Relationships with Customers

Basic Approach

The MinebeaMitsumi Group aims to be an integration manufacturer of precision components which can make contributions to the development of global society. To this end, we practice the MinebeaMitsumi Group Quality Policy, which is based on the company credo the “Five Principles,” to ensure the quality of products we develop, manufacture, and sell and thereby earn the trust of customers worldwide. Additionally, we use limited resources efficiently to prevent waste.

In support of our goals, we establish and operate quality management systems, while continually verifying their effectiveness and seeking ways to improve them.

Quality Management

Quality Management Framework

We have created the Group Quality Management Rules covering the entire MinebeaMitsumi Group as part of our measures to ensure the safety of our products and services and prevent accidents. In addition, we maintained the Group Quality Management Rules as well as the associated Group Product Safety Management Manual, Group Hazardous Substance Management Manual, Significant Quality Issue Handling Manual, Group Conflict Material Management Manual, Supplier Quality Assurance Agreement (Standard Version), and distributed them throughout the Group.

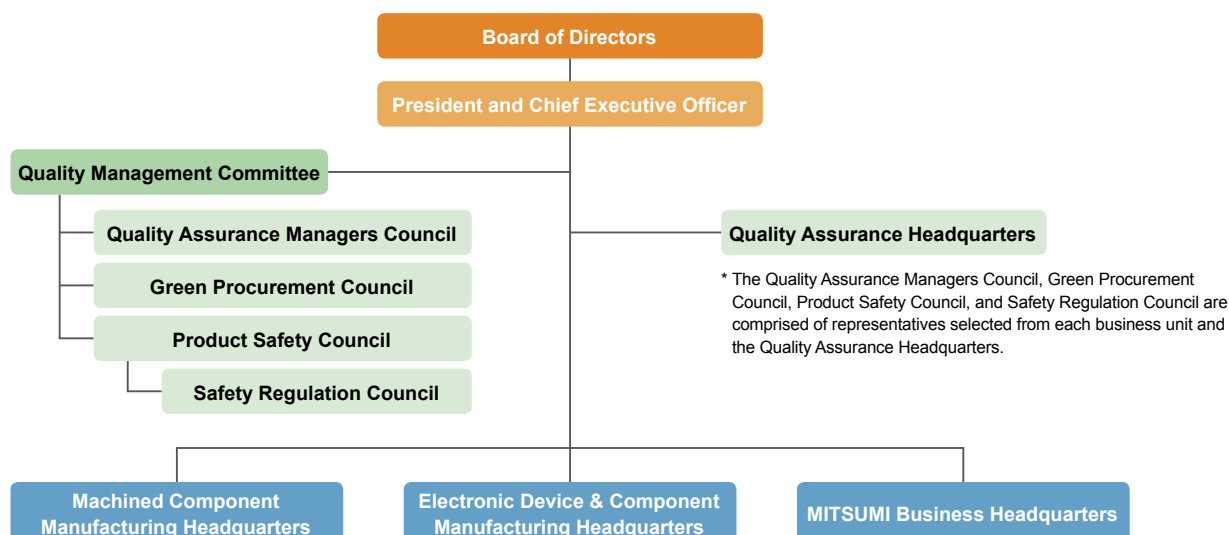
The chief officer of the quality management framework is the President and Chief Executive Officer, who is supported by the Quality Management Committee. Its subordinate organization, the Quality Assurance Managers Council, comprises managers responsible for quality in each business unit. At these meetings, managers regularly share information on specific quality issues and work to implement internal measures to ensure similar problems do not reoccur. Furthermore, the Safety Regulation Council ensures compliance with the Electrical Appliance and Material Safety Act (in Japan), shares and promotes information on safety standards in each area of the world, and works to strengthen the Group’s safety response.

We also established the Product Safety Council, selected members from each business unit, exchanged information, and held study sessions with the expectation of an increasing shift from shipment of individual components to components with integrated assemblies that are close to final products or final products themselves.

Risk Assessment

Head office organization and business divisions collaborate to conduct risk assessments of end-products in which the MinebeaMitsumi Group’s parts are commonly used and which could have a serious impact on society in the event of a problem and take action to mitigate those risks.

Quality Management Framework





Quality Improvement Measures

Cooperation with Suppliers

The MinebeaMitsumi Group enters into basic transaction contracts as well as quality assurance agreements with suppliers to ensure that the entire supply chain meets customers' quality requirements. We also provide the Supplier Quality Assurance Manual, which sets forth group standard requirements on a wide range of quality-related topics, and seek the understanding and cooperation of suppliers.

Promoting Quality Management System Certification

The MinebeaMitsumi Group acquires quality management system (QMS) certifications necessary at each business unit. We are also acquiring certifications in conjunction with the development of new products. All business divisions completed the transition to ISO 9001:2015 in FY2018.

Additionally, the Quality Assurance Headquarters holds internal auditor training to continuously develop internal auditors and maintains and enhances systems.

Quality Management and Quality Control Examination

The MinebeaMitsumi Group promotes employees' acquisition of quality certification through quality control examinations (QC certification) recognized by the Japanese Society for Quality Control and administered by the Japanese Standards Association and Union of Japanese Scientists and Engineers since September 2008. The certification improves each employee's quality assessment and management abilities, which leads to the improvement of higher product quality for the entire MinebeaMitsumi Group. Moreover, we bore the cost of examination fees, and provided a database available to all employees whereby they can access teaching materials for study to enhance their knowledge of quality management. We also provide seminars twice a year prior to examinations.

In FY2018, many employees received certification, bringing the cumulative certification total for the entire MinebeaMitsumi Group to more than 800 employees.

Unified Manufacturing Labels and Adopted Bar Code Labels

We began implementing logistics management in FY2013 by unifying manufacturing labels and adopting barcode labels throughout the group to prevent mistaken product shipments and raise the productivity of verification processes, and unification for all former Minebea product has been completed.

Visualization to Further Enhance Logistics Quality

The MinebeaMitsumi Group is promoting visualization in order to improve the quality of its logistics. We organized and analyzed delivery date information, logistics and inventory data, and warehouse receiving and shipping information and optimized storage locations and logistical methods.

We conducted testing of RFID tags in maritime shipping in FY2018 and aim to conduct trial operation of the tags in FY2019.

Disclosure of Product-related Information

Most products from the MinebeaMitsumi Group are ultimately integrated into finished products that pass into consumers' hands. For this reason, we provide safety related information to our customers as requested. Also in response to customer requests, we provide information about chemical substances incorporated in our products, based on information obtained from suppliers.

Communication with Customers

Customer Satisfaction Surveys

Within the MinebeaMitsumi Group, individual business units conduct their own customer satisfaction surveys. The survey results are provided to the sales and development departments of each business unit. If customers should evaluate any criterion below a specific satisfaction level, we assess and implement improvements across all divisions.

Responding to Quality-related Issues

In the event there is a significant quality issue concerning MinebeaMitsumi Group products or services, we refer to the Group Quality Management Rules to take necessary measures in response.

Future Issues and Goals

Moving forward, we will strengthen our measures to further improve quality. Specifically, we are continuing our responses to new laws, regulations, and standards and reinforcing quality management systems throughout the Group supply chain.

We are optimizing logistics operations by using barcode labels and RFID tags and are working to enhance logistics quality.