



Pursuing Quality

In accordance with the Basics and Ethics, we think and act from the customer's point of view, and work hard to continuously improve each business process.

Customer First

We devote ourselves to *Monozukuri* on a customer-first principle, and develop and provide products and services in which emphasis is placed on safety, quality, and environmental soundness, in order to earn the trust and confidence of our customers and society.

Providing Safe Products and Services

We comply not only with the Product Liability (PL) Law, domestic and international laws, and safety standards, but observe also internal standards for further safety in an attempt to improve the level of quality, thereby providing customers with safe and high-quality products and services. Moreover, in quality assurance meetings, we share information and promote activities for preventing nonconformities based on case studies of failure occurring both internally and externally.

Policy to Improve Quality

We are certified under ISO 9001 (quality management systems) at our production sites within and outside Japan and are continuously improving our quality management system by using the PDCA cycle in the process approach. We also work to further satisfy various requirements of customers for products and services.

Policy to Address Quality Problems

We conduct a series of review and recurrence prevention activities based on thinking and acting from the customer's point of view. Called *Ochibo Hiroi* (i.e. "gleaning"), these activities help us identify the direct technical causes of problems and the motivational problems that led to those causes, and involve work to prevent recurrence and verify similar products in an attempt to prevent problems.

Efforts to Enhance the Global Network

We work to further improve the quality of products and services by exchanging personnel involved in quality assurance and supporting their activities across Group companies, including those outside Japan.

Flows of Quality Improvements



TOPIC

Prizes in VLSI Research's Customer Satisfaction Survey for 21 consecutive years

In May 2018, the Company was awarded prizes in four categories—The "10 BEST"*¹, "THE BEST"*² (two categories) and "RANKED 1st"*³—in the annual customer satisfaction survey on semiconductor manufacturing systems conducted by U.S.-based market research company VLSI Research*⁴.

This is the Company's 21st consecutive year winning the 10 BEST award and its third year earning the RANKED 1st award as a result of it having earned a high evaluation for technical leadership and the high levels of product performance and quality of its equipment.

*1 The "10 BEST" : The 10 BEST awards are for large chip making equipment manufacturers as a whole.

*2 "THE BEST" : THE BEST awards recognize more defined markets for each manufacturer. The Company was awarded in the "Suppliers of Fab Equipment" and "Suppliers of Wafer Fab Equipment to Foundation Chip Makers" categories.

*3 "RANKED 1st" : The RANKED 1st awards place a special distinction on suppliers that achieve the highest rating from customers in any survey category. The Company's award was earned in deposition equipment.

*4 VLSI Research : VLSI Research Inc., a provider of customer satisfaction surveys and market analysis in the areas of semiconductors, photovoltaics, LEDs, manufacturing, materials, critical subsystems, and related industries. VLSI Research has an established reputation for providing semiconductor industry analyses.



The official logos for the Awards won ©VLSI Research Inc.

To inquire about our products and services:

<https://www.kokusai-electric.com/en/contact/>

● Service companies:
<https://www.kokusai-electric.com/en/company/list/>

Note : Inquiries concerning quality problems and repairs are addressed by the relevant sales and service staff.