

# **NICHIAS Group Quality Assurance Policy Guideline**

## **For Business Partners**

## Introduction

The NICHIAS Group considers customer confidence and satisfaction to be the foundation and promotes a company-wide unified quality assurance activity with the aim of continuously providing safe and high-quality products such as product and construction work and service.

The NICHIAS Group established the NICHIAS Group Quality Assurance Policy in order to address issues based on quality assurance policy.

These guidelines outline the specific actions we ask our business partners to implement for each item set forth in this Quality Assurance Policy. Please review the contents and implement them as applicable.

The NICHIAS Group gives top priority to customer confidence and satisfaction and provides safe, high-quality products such as product, construction work, and service on a sustainable basis.

## 1. Compliance with Laws and Regulations

As part of its actions based on the NICHIAS Philosophy, our Group faithfully complies with laws, regulations, social norms, and internal rules.

### (1-1) Compliance with laws and regulations related to product, construction work and service

Please comply with all laws, regulations, standards, and certification systems related to product, construction work, and service.

### (1-2) Compliance with company rules

Please comply with the company's internal rules and codes of conduct.

## 2. Commitment to Customers

We will listen to our customers' voices and, with a quality-first commitment, strive to earn their trust through our corporate activities.

### (2-1) Understanding and compliance with our clients' and our company's requirements

- Please ensure that you accurately understand requirements such as basic contracts, product specifications, technical requirements, and drawings, and reflect them in all processes of design, manufacturing, and inspection.
- Please contact us in case it becomes difficult to fulfill the requirements.

### (2-2) Thorough change control

Please ensure that you do not make judgments or changes based on your own interpretation of the standards or requirements we have established. Please always confirm and consult with us in advance, and implement changes in accordance with our company's rules.

## 3. Prevention of Quality Nonconformities ※

We aim for zero nonconformities by thoroughly preventing their occurrence and promoting continuous management and standardization.

※*Nonconformity*: failure to meet specified requirements.

Failure to meet requirements Ex.: Customer requirement (specs, performance, etc.), laws, regulations, certification, internal rules.

### (3-1) Quality trend management

Please collect product and in-process quality data and apply QC methods to monitor and manage quality trends. If any issues are detected, we kindly ask that you promptly collaborate with the relevant departments to investigate the causes and implement appropriate countermeasures.

(3-2) Work standardization and management

Please standardize and document your work so that tasks produce consistent results regardless of who performs them. We kindly ask that you minimize dependence on individual personnel and ensure stable quality.

(3-3) Nonconforming Product Reporting

Please contact us promptly in case of any nonconforming product leakage.

4. Development of Human Resources

We strengthen the competitiveness of the company by supporting employee growth through continuous education and by enhancing the overall quality level of the organization.

(4-1) Opportunities for education

Please provide quality-related training based on job role and level, and kindly encourage employees to acquire the necessary knowledge.

5. Continual Improvement of Quality

We pursue continuous improvement in all activities to grow toward the future.

(5-1) Improvement activities

- Please implement activities that lead to improved product quality, such as reducing defects and enhancing process capability.
- Quality is achieved through the consistent efforts of all employees. We kindly encourage everyone to take ownership of their work and continuously seek opportunities for improvement.

(5-2) Thorough PDCA cycling

We kindly ask that you continuously implement business improvements by applying the PDCA cycle of Plan (P), Do (D), Check (C) and Act (A) to all operations, including sales, administration, and manufacturing.

6. Various NICHIAS Group Policies, Declarations, and Guidelines

Various policies are posted in the Sustainability section of the NICHIAS Corporation website.

7. Inquiries

NICHIAS Corporation

Production Headquarter Division, Corporate Quality Assurance Department, Quality Assurance Section