



Relations with Customers

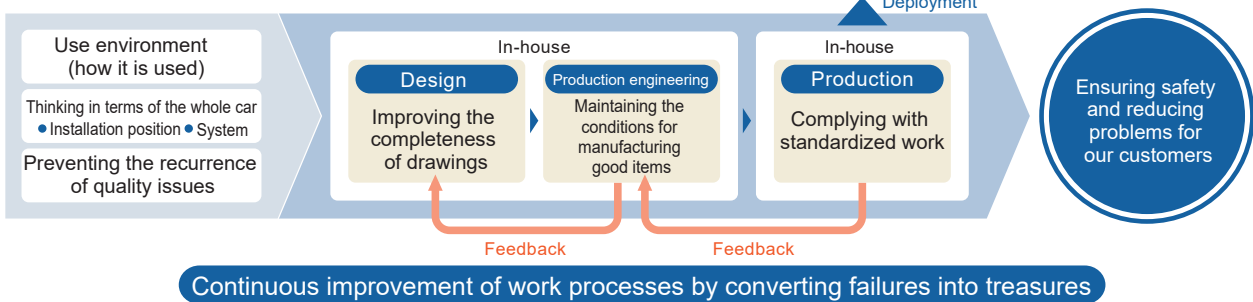
We promote "the creation of safe, secure and comfortable products" so that cars will become more comfortable and safer vehicles, and will remain an indispensable presence in a social system in which they support people's lives, and industrial and economic activities. We are also committed to developing a full quality assurance system, by stipulating a basic policy for quality assurance and pulling the whole group together in order to deliver products that our customers can use with peace of mind.

Quality policy for the Tokai Rika Group

Ensuring product safety and reducing risks

Ensuring manufacturing quality

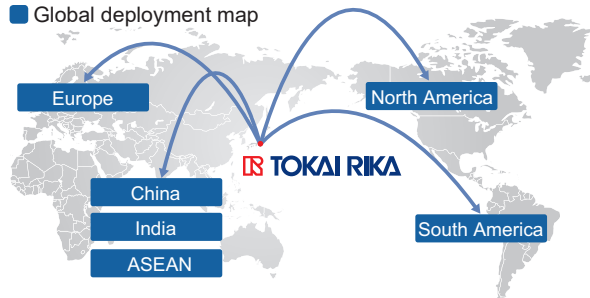
Way of thinking with regard to quality improvement activities



Ensuring manufacturing quality

We deploy the creation of standardized work that is easy to follow for workers and improvement activities with regard to "changes" and "abnormality handling" (which interfere with standardized work) to overseas subsidiaries and suppliers, and work on continuously improving in manufacturing quality.

Global deployment map



Ensuring product safety and reducing risks

We are working to ensure that we provide safer products to customers, by obtaining market information from around the world, and conducting our own original tests and evaluations for "ways the products are used" that we were unaware of, in addition to customer requirements.



Window regulator switch steam cleaning test

Continuous improvement of work processes by converting failures into treasures

We are improving both work quality and productivity by considering defects and failures in work as "treasures," and improving work processes by investigating the root causes for omissions regarding how we carry out work.

Way of thinking with regard to recurrence prevention

