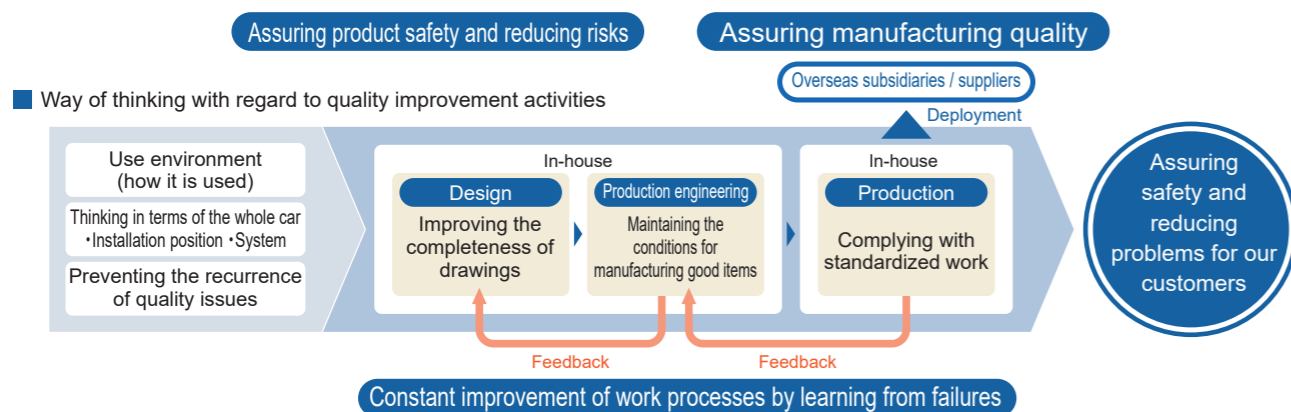


# Relations with Customers

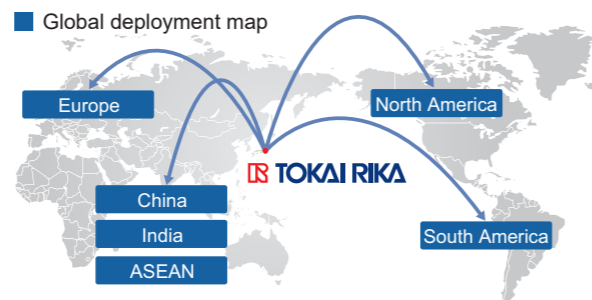
We promote “the creation of safe, secure and comfortable products” so that cars will become more comfortable and safer vehicles, and will remain an indispensable presence in a social system in which they support people’s lives, and industrial and economic activities. We are also committed to developing 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



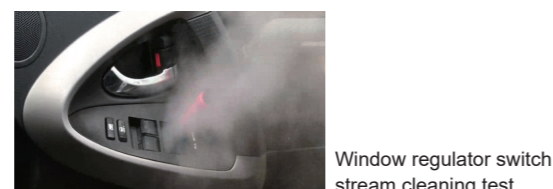
### Assuring manufacturing quality

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.



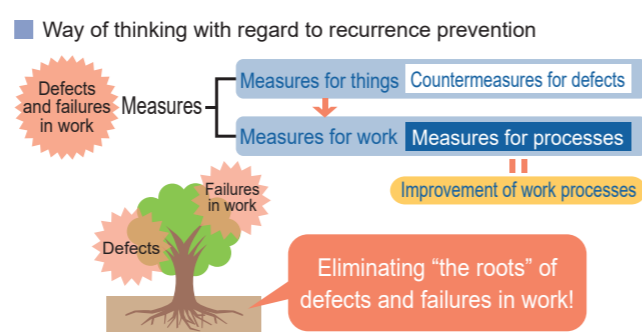
### Assuring product safety for new products

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.



### Constant improvement of work processes by learning from failures

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.



## Main awards

Our technological and manufacturing capabilities have received high recognition from customers and we were awarded over a broad range of fields.

### Toyota Suppliers Convention Awards

Toyota Motor Corporation presented awards to suppliers who had made significant contributions in FY 2018. We received a “Technology Development Award” for the development of the digital outer mirror installed on the Lexus ES.

We have greatly improved aerodynamics, operational stability, fuel efficiency, and visibility performance in order to increase the product capability of cars. In doing so, we have achieved a smaller and lighter housing design.

In addition, we received the “Project Award” in the “Category of Technology” at the line-off ceremony for the Lexus ES, as well.



### Toyota Motor Corporation Project Awards

At the line-off ceremony for the new RAV4 model, we received the Project Award “CE Special Award” for the “development of the drive mode select switch.”



### Hino Motors, Ltd. Supplier General Meeting Awards

At the Hino Motors, Ltd. Supplier General Meeting Award Ceremony, we received the “Technology Development Award of Excellence” for the development of the emergency break switch installed in the Hino S'ELEGA, a large sightseeing bus.



### Toyota Motor Corporation Motomachi Plant Awards

We received the “Motomachi Plant Supplier Quality Improvement Activity Excellence Award” from the Toyota Motor Corporation Motomachi Plant for achieving great results in market quality improvement activities.



### Maruti Suzuki India Limited Supplier General Meeting Awards

During the Maruti Suzuki India Limited Supplier General Meeting Awards, our subsidiary company, TRMN (India), received the “Best Supplier Award.”



### Changan Ford Automobile Co., Ltd. Supplier General Meeting Awards

At the Changan Ford Automobile Co., Ltd. Supplier General Meeting Award Ceremony, our subsidiary company, TRCF (China), received the “Best Strategic Partner Award.”

