

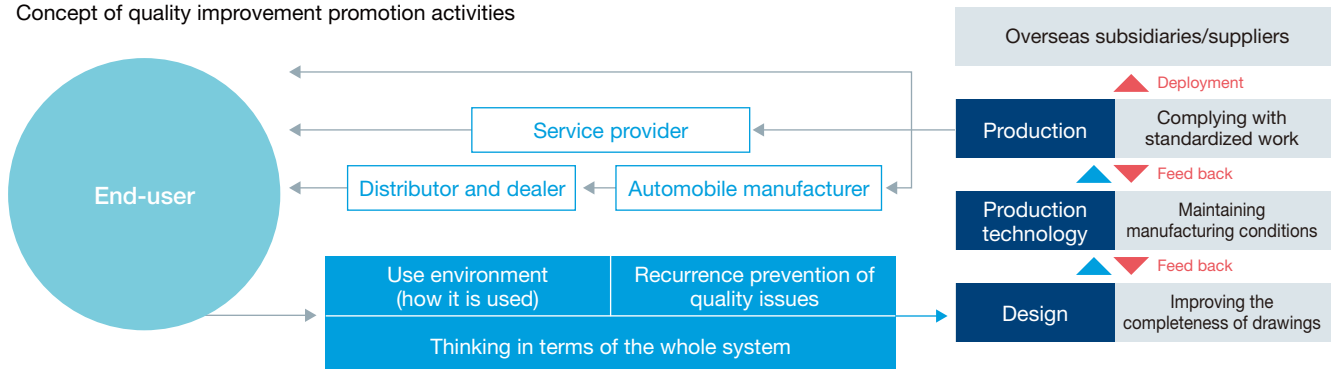
Customer Safety and Quality Policy

We promote “the creation of safe, secure, and comfortable products” so that Tokai Rika’s products will remain an indispensable presence in a social system in which they support people’s lives, as well as industrial and economic activities.

By regarding quality as “the degree to which we meet the needs of our customers and society,” our entire group works together to be committed to improving quality activities, by stipulating a quality function policy in order to deliver products with value that satisfy our customers, not to mention ensuring their safety and security. We will continue to make improvements and take on the challenge of becoming top in the industry in quality.

Quality cross-functional prioritized implementation items for the Tokai Rika Group

Concept of quality improvement promotion activities



1 Securing the quality that achieves the No. 1 position in the industry

By promoting the assurance of product safety based on design and evaluation that thoroughly considers safety and security, and further advancing the assurance of manufacturing quality that “does not allow” and “does not cause” defects.

2 Reinforcement of foundations to support “Tokai Rika quality”

In addition to manufacturing quality products, we are working to strengthen the foundation for maintaining and improving quality by improving Ryohin Joken, strengthening systems to prevent the recurrence of defects, and enhancing the development of quality human resources who work with quality as a first priority.

3 Improvement of customer satisfaction from our new businesses

We are working to develop and realize a system that can provide after-sales service that always stays close to our customers and solves their problems.

Creating a quality culture

We have a permanent quality legacy room where anyone can come to learn about the quality defects that caused inconvenience to customers in the past and the lessons learned from them to pass on to future generations. This raises the quality consciousness of all employees and helps to maintain a culture that always prioritizes product safety.



Exhibition of past quality defects

Major awards

Our customers highly evaluated our technical and manufacturing capabilities, and we received awards in a wide range of fields.

Received “Excellence in Technology Development Award” from Hino Motors, Ltd.

Our non-contact transmission sensor for heavy-duty trucks received the “Excellence in Technology Development Award” at the award ceremony of the general meeting of suppliers of Hino Motors, Ltd.



Received “Certificate of Appreciation for Superior Quality” from Nissan Motor Co.

Nissan Motor Co., Ltd. awarded us the “Certificate of Appreciation for Superior Quality” in recognition of our superior quality performance in FY 2023.

