

Contributing to Customers and to Society Through Technology and Manufacturing

The Shinko Group has focused on developing and manufacturing superior products that meet customers' expectations, aiming to be No. 1 in *monozukuri* (the art of manufacturing) in the industry and to offer the best quality in the world. We always make customers the starting point of our ideas and actions, aiming to be a trusted business partner of our customers around the world by contributing to their success and growing together with them.

Supporting Customer and Societal Trust with Quality

The Shinko Group seeks to contribute to the development of society and enrich people's lives through manufacturing. In pursuit of this goal, we focus on providing products that offer satisfaction to customers and earn their trust. The Shinko Group regards quality as fundamental to our business operations, and we work unceasingly each day to maintain and enhance quality.

◆ Quality Policy

We contribute to our customers' success by continually providing products and services with high customer value based on our Quality Policy.

Quality Policy

Our Quality Policy: to contribute to the success of the customer by sincerely offering high valued products and services that are based on continuously improving our R&D and manufacturing capability.

To accomplish this, all employees will act on the following guiding principles.

Guiding Principles

1. When using our technology inputs to develop business and value for the customers, always consider the customers and market place direction.
2. Pursue and share objective fact recognition that lead to activities based on true cause.
3. To improve Quality, Cost, and Delivery as well as added value and productivity, seamlessly collaborate to break the barriers between organizations to strengthen sales, development, manufacturing, supply and support.

◆ Quality Basics Training to Improve Product Quality

Customer and market needs change rapidly. To accurately grasp these changes and to further increase customer satisfaction, we provide quality basics training to relevant departments on a continual basis. Trainers certified within the Company conduct group training on topics such as quality management systems, statistical process control techniques, and quality engineering and provide support linked directly to practical work. In FY2017, 1,909 employees took part in 40 kinds of training, given a total of 392 times to the relevant departments within the Company.



Quality basics training in each division

◆ Quality Management System Certification

Shinko and its overseas manufacturing companies have certified ISO 9001 and/or ISO/TS 16949. We work to continually improve our quality management systems in an effort to further boost customer satisfaction.

Previously, Shinko established quality management systems at each manufacturing division. However, to strengthen our governance of quality, we established a company-wide system and acquired ISO 9001 integrated certification for the entire Company in February 2018.

Note: See page 49 for the status of certifications.

Exhibiting at Trade Shows

We exhibit at trade shows both in Japan and overseas on a continuing basis, taking the shows as opportunities to capture a sense of customer and market needs and to explain our products and technologies, primarily the newer ones, in an easy-to-understand format. In this way, we incorporate feedback from customers into our product and technology development as well as our marketing activities.

◆ COMPAMED 2017

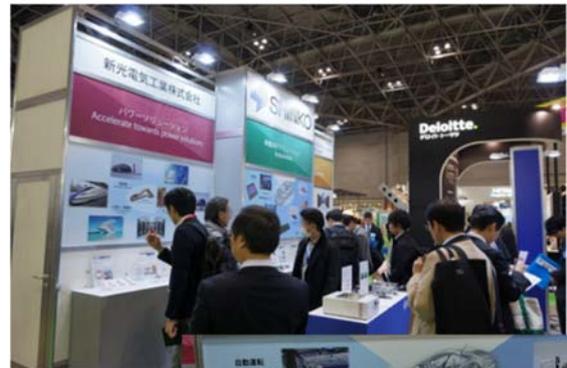
In November 2017, we exhibited for the third time in a row since our first exhibition in FY2015 at COMPAMED 2017 (an international trade show for medical device technology and parts) in Düsseldorf, Germany. We introduced such products as modules specialized for wearable devices in the medical field and welcomed many customers, including from major medical device manufacturers.



COMPAMED 2017

◆ WORLD OF IOT Held in conjunction with SEMICON Japan 2017

In December 2017, Shinko exhibited at WORLD OF IOT, held at Tokyo Big Sight, introducing our developed products such as next-generation packages for power electronics and products in mass production that are used in servers, PCs, and smartphones. More than 200 customers visited our booth during the three days.



WORLD OF IOT

Initiatives for Safety and Reliability

◆ Security Trade Control

Shinko complies with laws and ordinances related to security trade control. We have established a Security Trade Control Compliance Program as internal rules for preventing violations and have implemented appropriate security trade control.

The status of Shinko's Security Trade Control Compliance Program (CP) is disclosed on the website of Japan's Ministry of Economy, Trade and Industry.