

Improving Reliability and Contributing to Customers through Quality

The Shinko Group upholds "Technology Leadership" and "The Art of Manufacturing" in its Corporate Vision of the Shinko Way, and one of its Corporate Values is to sustain the trust of customers and society through quality. Furthermore, we have Principles that encourage us to think from the customer's perspective and act with sincerity. Our 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. Our Group regards quality as fundamental to our business operations, and we work unceasingly each day to maintain and enhance quality.

Quality Policy

Based on our Quality Policy, we will continue to be a company trusted by customers and society by providing highly valued products and services.

Quality Policy

The Shinko Group is based on the Corporate Vision of the Shinko Way, which derives the trust of our customers and society through quality and continuing to truly provide the level of products and services that they expect. To accomplish this, all employees will act on the following guiding principles.

Guiding Principles

1. We pursue quality as a customer first priority.
2. We build in quality that anticipates change.
3. We achieve quality consistent with our social responsibilities.
4. We strive for continuous quality improvement through the concept of Gogen Shugi (Onsite, Products, Reality, Principles, Rules).
5. We foster employees who think about quality.

Representative Director of Board, President
SHINKO ELECTRIC INDUSTRIES CO., LTD.

Quality Management System

Under the quality management system, with the Representative Director of Board, President serving as the Chief Quality Officer, internal quality audits and company-wide quality management reviews are conducted twice a year to confirm that the management system complies with ISO/IATF standard requirements, and that the management system is functioning effectively to ensure continuous quality improvement and the prevention of quality problems.



Quality Compliance Education

We conduct Quality Compliance Education every November in conjunction with Quality Month (organized by the Union of Japanese Scientists and Engineers, the Japanese Standards Association, and the Japan Productivity Center) to foster and establish a quality compliance mindset in all employees.

This training is offered to all employees, and has been extended to mid-career employees since 2020 and to foreign technical interns since 2021. Through these measures, we are continuously working to ensure that all employees involved in manufacturing are united in their efforts to address quality compliance issues from the perspective that data submitted to customers is part of our products and services, and that we value quality. In FY2023, we conducted e-learning education focusing on 5S*, the basis of quality compliance education.

Quality Compliance Education in FY2023 [Shinko Group in Japan]

Training	Participants
Quality Compliance Education	5,591

We will continue to provide all employees with the opportunity to reaffirm the importance of customer trust through quality compliance education so that we can continue to deliver our company's important products and services in a safe, secure and honest manner.

* 5S: *Seiri* (Sort), *Seiton* (Systematize), *Seiso* (Shine), *Seiketsu* (Standardize), *Shitsuke* (Sustain)

Acquisition of Quality Management System Certification

The Shinko Group is actively working to obtain certification for its quality management system so that customers can adopt our Group's products with confidence. All of our manufacturing sites, including overseas sites, have ISO 9001 certification, an international standard for quality management systems. In automotive parts, an area in which market need is expected to increase, we have in recent years expanded the number of products certified under IATF 16949, an international quality management system standard for the automotive industry.

[Status of Quality Management System Certifications](#)

Participation in Exhibitions

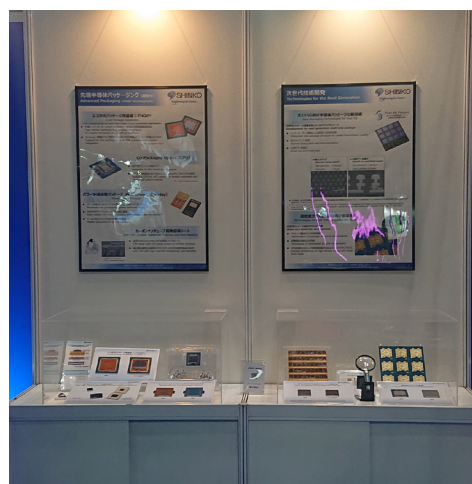
To capture the needs of our customers and the market, and to provide easy-to-understand explanations of the Shinko Group's products, especially new products and technologies, we have continually participated in exhibitions held in and outside Japan. In FY2023, our products under development were mainly exhibited at the following exhibitions.

No.	Date	Exhibition Name	Products Exhibited
(1)	August 25, 2023	The 1st Industry-Academia Mirai Forum	Sensing Edge Device Substrate with Optical Waveguides Roughening plating technology
(2)	September 13-15, 2023	SENSOR EXPO JAPAN 2023	Sensing Edge Device
(3)	November 15-17, 2023	12th IEEE CPMT Symposium Japan	2.3D Package Substrate (i-THOP®) Power Device Package (POL) Co-Packaged Optics
(4)	December 13-15, 2023	APCS (Advanced Packaging and Chiplet Summit) 2023	2.3D Package Substrate (i-THOP®) Substrate with Optical Waveguides Carbon Nanotube Thermal Interface Material

Note: All products are under development

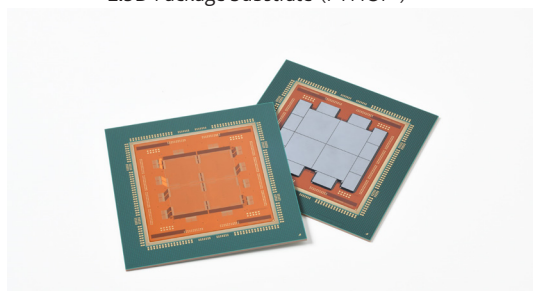
Exhibits at shows

APCS2023

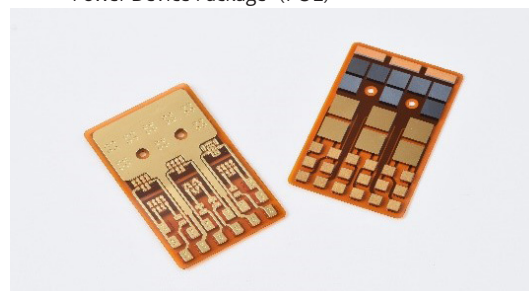


Some of products exhibited

2.3D Package Substrate (i-THOP®)



Power Device Package (POL)



Note: i-THOP is a registered trademark of Shinko Electric Industries Co., Ltd.

Customer Support

Following the spread of COVID-19, countries around the world and our customer have begun to reform the way they work, and responses such as remote work are becoming commonplace. We are responding to the needs of our customers by enhancing communication through flexible means according to their work cases. Furthermore, in order to prepare not only for COVID-19 but also for the kinds of large-scale natural disasters and pandemics that have recently occurred, we will work together with our customers to ensure business continuity and avoid supply insecurity by further strengthening our Business Continuity Management (BCM).

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. We raise awareness of compliance through training given regularly to new hires, new managers, and employees involved with export products.

Overseas manufacturing subsidiaries are also subject to this management, and similar training is being provided.

AEO Business Certification

The Authorized Economic Operator (AEO) system is a global framework of cooperation among national customs offices. By obtaining certification under this system, we are able to improve our credibility as an export company and to expedite customs clearance procedures.

We have been certified as an AEO Exporter since 2008.