

Quality Policy

At SMC,

We are working Toward a Sustainable World

As a comprehensive manufacturer of automatic control equipment, SMC aims to fulfill our product supply responsibilities and maintain the trust of our customers by contributing to both sustainable growth and the expansion of technological innovations.

Basic Policy

As market leader within industrial automation, we want:

1. Customer First

To quickly respond to customer requests and provide high quality products and services that meet and exceed customer expectations

2. Source Control

To identify issues at an early stage by for instance conducting 5-Why analyses to trace issues back to their root causes, allowing for issues to be fixed immediately and for the establishment of a quality assurance system

3. Full Participation

To implement quality improvement activities with the participation of all employees, each remaining aware of their own responsibilities, keeping “quality first” in mind

4. Plan Initiative

To commit to prioritizing quality and reliably following the plan-do-check-act cycle

5. Sales force

To ensure the seniority and sales efficiency in the sales force,

To achieve these quality policies, SMC establishes, maintains and continues to improve the quality management system to allow all related SMC employees in the world to operate

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