

SMC Quality Policy

SMC moves forward, bringing together the wisdom of all its employees with the mottoes of customer first and quality first, and contributes to the development of the world.

1. Customer First

Quickly responds to customer requests and provides high quality products and services to meet customer expectations.

2. Source Control

Identifies issues at an early stage, repeatedly conducts Why analyses to trace issues back to the root causes and greatly improve issues for the establishment of a quality assurance system.

3. Full Participation

Is aware of their own responsibility and implements quality improvement activities with the participation of all employees to achieve the quality demanded by customers.

4. Plan Initiative

Each employee commits to prioritizing quality and reliably follows the plan-do-check cycle.

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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