



Qualicaps Quality Policy

Qualicaps has adopted this Quality Policy to facilitate improvements in the level of quality and service we offer. This ensures our ability to reliably meet customer needs in accordance with the obligations of our mission: “Deliver satisfaction to partners, people, and the planet with creativity—for life and health.” We are proud to operate a Quality Management System in which all employees participate, and we are dedicated to improving that system on an ongoing basis, setting and reviewing annual policies and targets in light of this Quality Policy.

Qualicaps will ensure customer satisfaction by striving at all times and in all corporate operations to improve the level of quality and service that we offer.

- We believe that our most important responsibility is to provide a level of quality and service that will satisfy customers in Japan and worldwide.
- We will meet customer expectations by learning from our customers and developing an accurate understanding of their needs.
- We will strive at all times to meet and exceed customer expectations within our various areas of responsibility.

Qualicaps seeks to provide products and services of the highest caliber.

- We will build relationships of trust with customers by observing both, internal quality standards and external guidelines.
- We will use management reviews and audits by customers and relevant authorities to demonstrate our adherence to quality standards and guidelines.
- We will cultivate a sense of professionalism among employees, inspiring them to provide an exceptional level of quality and service in every area of operations.
- We will ensure that persons doing work under our control are familiar with this Quality Policy, and improve quality awareness and skills by providing education and training as necessary.
- We will comply with applicable laws and regulations throughout all corporate operations.

Qualicaps will foster a corporate culture calibrated to deliver an exceptional level of quality and service based on a customer-oriented philosophy.

- By providing a high level of quality and service based on a customer-oriented philosophy, we will:
 - build the Qualicaps brand and enhance our relationships with customers;
 - boost competitiveness; and
 - instill pride and self-confidence as professionals.

Quality Policy adopted October 1, 1997

Quality Policy revised July 1, 2021



Representative Director & President

Qualicaps Co., Ltd.

