

Together with Customers | Quality Assurance Activities

Since its founding, N.E. CHEMCAT has provided products and services that meet customer expectations and earn their trust. We will continue striving for quality improvement to contribute to solving our customers' challenges.

Quality Assurance Activities

Quality Policy

To deliver products that meet customer satisfaction, we are committed to continuously improving quality through implementation of our Quality Policy.

Quality Policy

1. This is our quality policy:

- (1) We provide quality that satisfies customers and earns their confidence.
- (2) Through the efforts of all employees, we aim for continuous quality improvement.

2. In order to fulfill this quality policy, we implement the following measures:

- (1) Create a quality management system that is ISO 9001 and the other related standards compliant, and strive for continual system improvement.
- (2) Ensure that each department sets and implements its own quality targets, monitors their progress, and reviews them regularly.
- (3) Review the appropriateness of our quality policy during management review activities.
- (4) Inform all members of the organization of our quality policy and enhance their understanding.

Quality Management System

Under the direction of the President, the General Manager of the Production & Technology Div. has been appointed as the responsible person for quality assurance and product accountability and is promoting quality assurance activities aimed at the proactive prevention of quality defects.

In addition, we have obtained certifications such as ISO 9001 and IATF 16949 as a part of our quality management system, ensuring that we have a framework in place to consistently supply high-quality products that meet customer satisfaction.

Business Sites with Quality Management System Certification

ISO9001:2015	Numazu Plant
IATF16949:2016 (Auto exhaust catalysts)	Head office, Numazu Plant, and Tsukuba Plant

Quality Audits

Commitment to Products

At each plant, we conduct external and internal audits once a year based on our management system.

Commitment to Logistics

We conduct regular quality audits with the aim of preventing product damage due to unforeseen accidents and minimizing the impact on customers caused by operational errors throughout the logistics process. We place a particular emphasis

on standardizing operations, setting competency standards, and monitoring adherence to these standards, striving for corrective actions and improvements.

Improving Quality Performance

We are implementing the following items to improve our quality performance.

Internal Committees for Quality Improvement

We are building a framework not only to ensure the prevention of the recurrence of quality defects but also to proactively prevent quality issues by considering risks through collaboration among various departments.

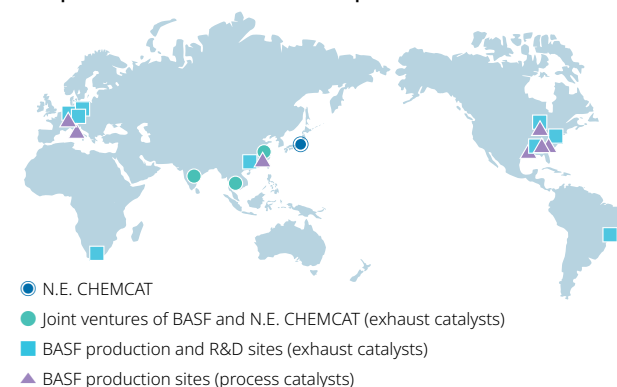
- Audit Reporting Committee
- Quality Committee
- Quality Manufacturing Liaison Committee
- Quality Near Miss Reporting
- Quality Patrol
- Quality Risk Reduction

Technical Cooperation Framework

We have established a technology transfer system that enables the production of catalysts developed in Japan, such as automotive exhaust catalysts, without compromising their performance at overseas manufacturing plants.

Additionally, we engage in regular technical exchanges with the BASF Group to introduce the latest technologies and further improve quality.

Cooperation with the BASF Group



Quality Evaluation

We often work closely with our customers, from catalyst development to scale-up. With the aim of enhancing customer satisfaction and improving quality, we conduct an annual Customer Satisfaction Survey, and are committed to continuous quality improvement.

Quality Awards Received in FY2024

Daihatsu Motor	Consecutive Quality Excellence Award	May 2024
SUBARU	Quality Excellence Award	May 2024
Hino Motors	Quality Control Excellence Award	March 2025

Quality Control Training and Education

We actively conduct training and education aimed at enhancing the capabilities of personnel involved in quality management. This includes understanding the standards of quality management systems and essential concepts behind them, core tools based on IATF 16949, and quality control techniques, as well as maintaining the competency of internal auditors.

To ensure that employees involved in quality control can effectively perform appropriate oversight functions related to quality, we encourage and support them in obtaining external qualifications and participating in external seminars.

- <Qualifications> • IATF16949 Supplier Auditor Certification (SAC)
• Japan Standards Association Quality Management and Quality Control Examination
- <Seminars> • ISO9000 Auditor Training Course
• IATF16949 Internal Audit Seminars

Major Training and Education Achievements in FY2024

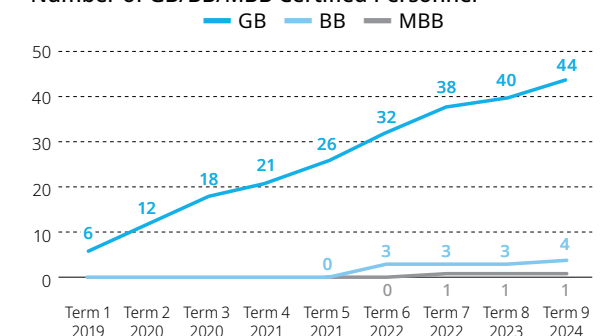
Training and Education Programs	Plant
Understanding the IATF16949 Standard	Tsukuba
IATF16949 Core Tool Training (PFMEA)	Numazu/Tsukuba
IATF16949 Core Tool Training (Control Plans)	Numazu/Tsukuba
Overview of ISO9001	Head office
Process Approach	Head office
Root cause analysis/Why-Why analysis	Numazu
Measurement instrument and apparatus management	Numazu
Inspection variability	Numazu
About internal auditing	Numazu/Tsukuba
About supplier auditing	Tsukuba

Lean Six Sigma Activities

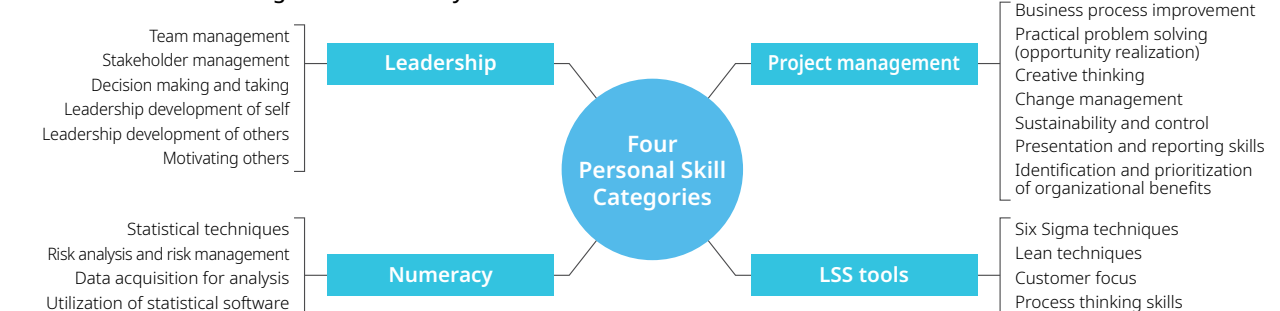
Lean Six Sigma (LSS) is a globally recognized management approach for quantitative improvement of processes and quality. In addition to being a means for operational improvement, LSS activities are also helping us to develop the human resources who will be the leaders of tomorrow. Our employees are able to comprehensively develop the four skills required for Green Belt (GB*1), Black Belt (BB*2), and Master Black Belt (MBB*3).

Since commencing activities in 2019, through Term 9 ending in July 2024, 1 MBB, 4 BBs, and 44 GBs have been certified, and they are advancing activities while playing central roles in their workplaces.

Number of GB/BB/MBB Certified Personnel



Four Personal Skill Categories Fostered by LSS



- *1 Green Belt (GB): This is the first level of LSS qualification. GBs lead LSS projects within the scope of normal business activities.
- *2 Black Belt (BB): One level higher than GB. BBs provide guidance and advice to GBs and lead LSS projects that span multiple areas.
- *3 Master Black Belt (MBB): Qualified to assume responsibility for development and establishment of company-wide LSS activities as routine practices. An MBB manages LSS projects, formulates medium- and long-term plans for LSS activities, supports management, conducts training, coaches projects, and improves the level of recognition of such projects in the company.