

# 04

## Management of Production Sites Giving Due Considerations to Customers, Local Communities and Employees

Contributing to Countries and Regions in Which We Operate by Improving the Quality of Management in Product Quality, Environment Conservation, and Occupational Health and Safety

### The OKI Group's Overseas Production Sites

In response to the globalization of its corporate activities, the OKI Group has expanded its overseas market and increased the number of its overseas production sites. Today the Group's mass-produced products are manufactured by its production sites in Thailand and China. Our overseas production is characterized, not only by the pursuit of economic advantages, but also by our commitment to contributing to the development of the countries and communities in which we operate.

The most important key to the fulfillment of this commitment is responsible corporate management. There are a wide range of issues to be addressed at any production site. Among them are the strict control of product quality, the reduction of environmental impacts arising from manufacturing activities, and the appropriate management of occupational health and safety for people working in manufacturing settings. As these issues are covered in the OKI Group Charter of Corporate Conduct, the OKI Group has made every effort to fulfill its social responsibilities with respect to its production sites.

### Establishment and Appropriate Implementation of Management Systems

In order to ensure quality and obtain trust from customers, the OKI Group has been very active in quality control efforts with Quality Management Department to supervise the entire group while each business unit or group company has a Quality Assurance Division. The group's production sites have established their own quality control systems in accordance with their production lines and the characteristics of their products. Furthermore, every production site of the group has obtained ISO 9001 certification.

Regarding environmental conservation, the OKI group has been promoting "company-wide network-type environmental management" to achieve an efficient management in the entire group. (See Pages 32 and 33).

Occupational health and safety is also a major agenda. It is being managed at each production site by its Safety and Health Committee. The committee is comprised of members from both management and employees. In addition, OKI has conducted a spot safety-management investigation of each

production site once a year in accordance with common criteria since 2001.

As an increasing number of our customers have recently inquired about our activities in this field, we are making efforts to improve the systems to manage these issues at each business site and as the entire group so that we can meet diversifying needs.



Lines for final inspections at OKI Electric Technology (Kunshan), a production site for keyboards in China

Hideto Morizono

**Hideto Morizono**  
Executive Officer



### C o m m i t m e n t

OKI's overseas production was characterized by our determination to be significant and meaningful to the countries and communities in which we operate. In order to manufacture various product families of OKI that require advanced processing, mounting and testing technology, we have been working to improve the general technological capability of each production site and disseminate our careful and sophisticated production management in close cooperation with local vendors and employees. We have also provided local employees with IT education and language education, and encouraged them to obtain various certifications so that they can develop skills and capabilities that are highly regarded anywhere in the world.

We will continue to be a "trustworthy company" offering "safe products" by maintaining the stable operation of our overseas production sites based on our respect for local laws, cultures and customs.

## Contributing to the Countries and regions in Which We Operate

In addition to the safe and secure operations through various management systems, the OKI Group is also responsible for contributing to the development of local communities. Other than encouraging employees to use their skills and capabilities

for society, we, as the OKI Group, have been enthusiastically interacting with local communities and participating in social action programs. We believe that we can improve "Regional Awareness" stated in the "OKI Group Charter of Corporate Conduct" and develop friendly relations with local communities through these activities.



OKI Precision (Thailand) planted teak seedlings in cooperation with the Natural Resources and Environment Bureau of Lamphun Province and local villagers.

## Column

### Promoting Production Management Entrenched in Local Communities by Local Staff

Established in 1994, OKI Data Manufacturing (Thailand) (hereafter called ODMT) is located in Ayutthaya Province, Thailand. As one of the main production bases of the OKI Group, ODMT manufactures 500 thousand facsimiles a year and exports all of them to many different countries in the world. Thai people account for 99% of ODMT's approximately 1,250 employees. In order to pursue its corporate philosophy and realize its corporate vision, they have been implementing "Thai-led production reforms" in cooperation with several Japanese staff members aiming at "Thai-led operation of day-to-day business practices."

#### Ensuring World-class Quality

ODMT exports its products to more than 100 countries around the world. In order to ensure world-class quality, the company has obtained certifications of product safety standards widely accepted in major countries such as Germany, Denmark, China and the United States. In order to obtain and maintain such certification, it has been committed to strict control of production processes based on the CAPD (Check, Action, Plan, Do) cycle and kaizen teams in its manufacturing department.

#### Environmental Activities by Individual Employees

ODMT's production reforms have resulted in increased work efficiency and reduced environmental impact. In order to improve environmental awareness, the company has implemented a number of measures including environmental weeks, a mangrove reforestation program, the presentation of jasmine seedlings on Mother's Day reflecting Thai custom. In fiscal 2008, ODMT launched the "Stop Global



Approximately 200 employees and their family members participated in the mangrove reforestation program.

Warming" campaign to improve the environmental awareness of employees' families. During this campaign, the company distributed T-shirts with the campaign logo as well as energy-saving compact fluorescent lamps to replace incandescent lamps used at employees' homes.

#### Taking Actions as a Company Entrenched in Local Community

ODMT has also been involved in various community-based activities as a responsible corporate citizen. Among them are blood drives (the most typical social action program of the OKI Group), gifts on Children's Day, and the participation in athletic meets in Ayutthaya Province as part of an antinarcotic campaign.

In August 2008, ODMT participated a nationwide environmental conservation campaign sponsored by the Ministry of Industry and invited local residents to its manufacturing plant in order to help them deepen their understanding of environmental activities. Since these activities by the company were highly regarded, the Thai government certified that ODMT was a company promoting environmental conservation activities.

These activities are carried out and supported by ODMT's individual employees. The OKI Group will continue to develop local employees and pursue business activities focusing on contribution to local communities.



Local residents invited to ODMT's plant



Certificate of a Company Promoting Environmental Conservation Activities

## Voice

Thatri Chempalee



Manager of Environment  
OKI Data Manufacturing (Thailand)

### Thatri Chempalee

In order to address environmental issues, we made various efforts including inspection tours of production sites in Japan. However the most important key, we believe, is the improvement of the environmental awareness of each employee. At ODMT, Thai employees in each department regard CO<sub>2</sub> reduction as one of their important challenges and take actions for it. We are interested in promoting environmental conservation through community-based activities such as reforestation programs and the distribution of seedlings.