RESPONSIBILITIES TO OUR CUSTOMERS

Under its quality philosophy of "providing products that always make customers happy," the OKI Group is moving ahead with initiatives that pay sufficient heed to safety concerns and user-friendliness in developing and providing products and services so they elicit customer satisfaction.

▶ Quality Assurance System and Management

The "Quality Assurance Regulations," the most significant rules among all quality-related rules and regulations of the company, defines OKI's quality philosophy, responsibility and authority. Specific rules for activities based on these regulations are incorporated into the quality management system and operated in accordance with the nature of each operation. We have obtained ISO9001 certification at almost all our production sites, and have built the most appropriate quality control system for each production line or product.

Based on our "Product Safety Basic Policy," OKI has made various efforts to ensure product safety, including the incorporation of provisions about product safety into agreements with our suppliers. In preparation for the event of product accident, we have put in place rules to cope with any accident as the Group in a coordinated way. Also, continuous efforts are being made in each operation to incorporate the customers' voices, which are received through daily communication and the surveys on their satisfaction levels, to improve our products, services and systems.

▶ Reinspection of Shipment Inspection Process

In November 2017, the OKI Group performed a reinspection of shipment inspection process at OKI and its manufacturing subsidiaries in Japan and overseas and confirmed there to be no issues. This inspection mainly checks the following three points.

- Proper qualifications of the person conducting inspections
- No issues of compliance with prescribed regulations and rules
- No falsification of shipment data

Furthermore, we conducted on-site examinations of production and shipment inspection processes mainly at sites that manufacture products we think would likely have a significant market impact if problems did arise. We confirmed there to be no inappropriate practices at any of these sites.

With the aim of continuously performing such quality control checks, we plan to draw up relevant guidelines in fiscal 2018 and carry out regular inspections.

▶ Initiative to Improve Customer Satisfaction in Maintenance Service

With the aim of improving the technical capabilities of customer engineers (CE), which are responsible for equipment maintenance like repair work for customers, and improving how effectively CEs respond to customers, OKI Customer

Adtech, a maintenance service company, organizes an "IT Technology Contest" each year.

At the 24th contest held in November 2017, 20 CEs selected from branches and subsidiaries across Japan competed in their maintenance skills and how well they could explain the situation to customers using

CE at the "IT Technology Contest"

actual equipment—a space-saving ATM and a color LED multifunctional printer.

▶ Universal Design Initiatives

The OKI Group defines universal design as the achievement of a higher level of usability (basic user friendliness) and accessibility (consideration of elderly and disabled, etc.) in products and services so that all customers can use them properly, effectively and satisfactorily. User opinions gathered in verification experiments etc. are reflected in our products and services. For Automated Teller Machines (ATMs), one of our core products, we are working to improve operability by integrating universal design techniques such as handsets for the visually impaired that enable them to operate ATMs using audio guidance, an ergonomic design that allows wheelchair users to move in closer to ATMs, and the use of universal design fonts*.

In March 2018, we installed an ATM that was designed to be easily accessible to wheelchair users at the Taiyo-no-ie Branch of Gamagori Shinkin Bank in Aichi Prefecture. With the cooperation of the bank and leveraging our modular ATM technology, we placed the screen and bank book components of the ATM on a stand to provide convenient access to wheelchair users with ample space underneath for the machine not to hit against their legs, the easily viewable screen, the arrangement of components which made cash withdrawals much easier, etc. We also further ensured the privacy of users by building a booth around the ATM in consideration of the view and flow of wheelchair users.

*Universal design fonts: These fonts are designed in pursuit of typographic legibility and readability from the standpoint of universal design.

ATM for wheelchair users