

## QUALITY INITIATIVES

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 Improvement Initiative

Reflecting its quality philosophy, OKI has established Group Quality Philosophy and is engaged in quality improvement activities. In fiscal year 2019, we implement cross-organizational activities under the themes of “quality fraud prevention,” “improvement activities by all,” and “quality information dissemination.” With respect to quality fraud prevention, in fiscal year 2018 we established and disseminated guidelines for authorizing shipping inspections, etc. We also conducted onsite audits at five sites in Japan, where the potential impact of fraud is deemed significant. Based on our ongoing understanding that fraud could occur in any workplace, we provide education through company newsletters and seminars, in addition to confirming with documents to all employees of related divisions as well as conducting direct onsite audits centered on production inspection workplaces. In these ways, we work to raise attentiveness to quality-related fraud.

#### FY2019 the OKI Group Quality Policies

##### 1. Exhaustive quality fraud prevention

- We shall comply with relevant laws and standards, make pledges to customers, and adhere to voluntary standards. We shall also build systems and promote self-inspections to ensure compliance.

##### 2. Improvement activities at all workplaces

- Recognizing that each and every person is a “leader of quality,” we shall work to create quality through participation by all employees.

##### 3. Step up information dissemination on quality activities

- Without relying solely on our own experience, we shall learn from the experiences of others, as well as the lessons of past failures, to create rules and mechanisms for preventing quality fraud.

### Product Safety Initiatives

To help customers use its products with peace of mind, 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.

We have identified “four safety technology laws”: the Electrical Appliance and Material Safety Act, the Telecommunications Business Laws, the Radio Law, and the Regulations of the Voluntary Control Council for Interference by Information Technology



The new manager training

Equipment (VCCI). To ensure thorough compliance with the four laws, we engage in projects spearheaded by the Product Safety and Technology Committee, a cross-Group entity headed by Chief Technology Officer of OKI. One project involves obtaining written confirmation of the risk status of all divisions and conducting onsite audits of those deemed vulnerable to risk, including verification of evidence. We also hold follow-up training for newly appointed managers, including education on laws and regulations.

### 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.

To broaden this way of thinking, we have established a cross-organizational committee to provide information on the latest trends and cases, such as domestic and overseas laws and regulations and the like. In fiscal year 2019, we plan to conduct a training program in which participants will wear “elderly simulation sets” in order to experience the inconveniences felt by aged people. For new employee training, as well, as have established units for learning the concepts of universal design and user experience.

#### TOPICS

### Selected among “2019 Noteworthy IT Strategy Companies” by METI

In April 2019, OKI was selected as one of the “2019 Noteworthy IT Strategy Companies” under the “2019 Competitive IT Strategy Company Stock Selection” program conducted jointly by the Ministry of Economy, Trade and Industry (METI) and the Tokyo Stock Exchange (TSE). Here, METI selects TSE-listed companies that are implementing noteworthy initiatives aimed at broadening the base of “competitive IT-focused management” on their own terms. OKI believes that its initiatives of providing products and services utilizing IoT to contribute to solving social issues and the innovation producing projects “Yume Pro” (see page 17) were acclaimed in the aspect of contributable in achieving SDGs and led to this selection.

Presentation ceremony for “2019 Noteworthy IT Strategy Companies” under the “2019 Competitive IT Strategy Company Stock Selection” program

