

Initiatives to Quality Assurance

We deliver high quality products and aim to continuously improve delivery times, costs, and customer satisfaction as well.

Initiatives to quality assurance

As we keep an eye on environmental changes both in Japan and overseas, we work to maintain our standard of world-leading quality and increase customer satisfaction.

We also actively pursue international quality standard accreditations and operate our quality management system according to these standards.

● Important policies and specific efforts ●

1. Bring visibility to the quality management system and strengthen cross-organizational response

- ① Improve quality issue resolution capability through the Product Quality Committee
- ② Unify with suppliers on strengthening quality of direct deliveries and mechanism products

2. Foster a culture of quality and adhere to quality compliance

- ① Take the perspective of customers in continually building a culture of quality
- ② Adhere to quality compliance and create an environment through inspection

3. Prevent quality problems for new products and products with 4M changes

- ① Strengthen the design process for new products
- ② Reliably implement the procedure of process changes for products with 4M changes

4. Heighten the process guarantee level

- ① Re-inspect systems to prevent production and distribution of defective products
- ② Revise tasks that are difficult or error-prone from the workplace standpoint
- ③ Improve the ability to pursue essential causes of a defect, and cross-organizational prevention of occurrence and recurrence

QC Circle Activities

Since 1965, we have been moving forward with problem-solving activities using a small-group structure (QC Circle Activities) as a means of improving the workplace through employees' ingenuity and mutual education. In 1966, we held our first QC Circle Conference, titled the "First All-NHK Spring QC Effectiveness Case Presentation Conference." The title was changed in 1978 to the "All-NHK Spring Circle Conference," and has continued under that title since then. The 46th of these events was held last year (fiscal 2019), with participation by 13 circles including those from domestic and overseas group companies, who presented the details of their day-to-day work improvements.



Voice



We look forward to further improvement of competitiveness in the future

Atsuhiko Yokoi
Project General Manager
Purchasing Project Promotion Dept.
Aisin Seiki Co., Ltd.

Our company receives supplies of precision springs, leaf springs and other automotive power train structural components from NHK Spring on a worldwide basis. The precision springs are often used in harsh environments, and are supported by high-level technological capabilities. When it comes to development of high strength materials, they are always one step ahead of their competitors, so we receive the most suitable recommendations from them in terms of matching our company's functional needs. Concerning cost, while achieving major unit price reductions through single-spring design, they have earned our top purchasing volumes in the precision spring field because of horizontally deployed applications in different models. Furthermore, regarding the quality and delivery times standpoint, we have felt reliability for their attitude holding professionalism in each process, and we can safely leave the jobs in their hands. For a company like ours that strives for competitive global sourcing, NHK Spring's global supply framework is very reassuring, and leads to stronger competitiveness at each of our locations. In the CASE field, securing product differentiation and cost competitiveness is essential. As we move toward responding to expansion of volume and globalization in products for electrification, for which demand is particularly strong, we are asking for participation in activities aimed at improving the cost competitiveness as the industry leader, as well as manufacturing capabilities that include placement on automated lines. In taking action upon which our company's survival depends in this transformational period of change in our motor vehicle-based society, we anticipate that NHK Spring will remain an irreplaceable partner through development work for the next-generation products.

Awards received from customers (fiscal 2019)

NHK Spring Group has received the following awards from customers.

Company name (titles abbreviated)	Award
Toyota Motor North America, Inc.	Excellent Quality Award
Isuzu India	Excellent Supplier Award (Isuzu Motors India [P] Ltd. FY2019 Supplier Conference)
Sawafuji Electric Co.	Excellent Quality Award

[Some examples of awards received from customers]

Acquired certification from the international organization for standardization

NHK Spring firstly acquired the ISO 9001 international standardization certificate for the Atsugi Plant in 1996, and since then, all of our plants have acquired the ISO 9000 series certifications. In addition, we have acquired certifications for the strict IATF 16949 standards at our plants that produce automotive products. In addition to actively encouraging our domestic Group companies to acquire certifications, we are also taking on initiatives to acquire other international quality management systems certifications to overseas Group companies, such as the ISO 9000 series and ISO/TS 16949, according to the requirements of our customers and regions.

 IATF 16949: 2016 certification acquired for 42 plants
[As of May 2020]