

Relationship with Customers

Hitachi High-Technologies' quality policy calls for continuous improvements to its product quality assurance system, unstinting effort in ensuring product safety, and enhancing customer satisfaction. Based on this policy, we are enhancing quality and safety and undertaking customer support activities on a group-wide basis.

Product Safety and Quality Assurance Systems

Main Achievements in fiscal 2007

- Improved management systems to ensure quality and safety
- Reinforced customer support in the event of accidents and natural disasters

Future Challenges

- Continuously reinforce quality management for procured products
- Further strengthen safety based on improvement of product risk assessment

The Hitachi High-Technologies Group's in-house products divisions have established quality assurance standards and are undertaking activities to improve product quality at each stage from product planning to manufacturing, shipment and after-service.

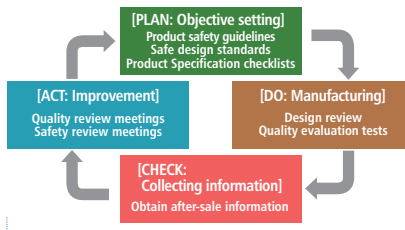
We have stipulated product safety guidelines aimed at producing safe products, and are engaged in activities to improve the safety of products throughout the Group. At the product design stage, we have stipulated

detailed safety design standards that combine internal know-how with domestic and overseas legal requirements and safety standards. This way, we make sure to design products that show consideration for safety, including measures not to contain hazardous substances. We also have a system to check and confirm product's safety before shipment. After shipment, we collect and evaluate product safety information and then reflect them in designing highly reliable products.

In customer support, our group service companies have established systems to provide prompt and high-quality services. These systems

are designed to enable customers to take full advantage of the functions and performance capabilities of our products, which are shipped all over the world.

Overview of Activities to Enhance Quality and Safety



Acquisition of ISO 9001 (QMS: Quality Management Systems) Certification

Main Achievements in fiscal 2007

- Conducted questionnaire regarding customer satisfaction
- Extended scope of certification to Lexington Office in the U.S.

Future Challenges

- Promote acquisition of certification at group companies in China region

As part of its aim to enhance customer satisfaction, Hitachi High-Technologies has promoted the acquisition of QMS certification. In 2005, the headquarters acquired QMS certification, and our sales and corporate divisions throughout Japan, including branches, were certified in 2006. In 2007, the Lexington Office of Hitachi High Technologies America, Inc., followed by receiving an extension of our certification. As our manufacturing divisions Naka and Kasado together with a service affiliated company, Hitachi High-Tech Fielding

were already certified in 1995, we have realized one integrated system which includes all aspects of our business: manufacturing, sales and service.

Furthermore, to evaluate and measure improvements in enhancing customer satisfaction, we have a system where each division listens to the opinions of customers and reports those opinions to top management. Every year, sales departments conduct a questionnaire, entrusted to a third party, that covers 30 evaluation points in order to measure customer satisfaction. This questionnaire obtains frank opinions regarding our customer service, and we reflect these opinions in sales activities. In this way, we are endeavoring to elevate the quality of business practices through continual improvement that utilizes customers' opinion.



Poster to raise employee awareness of QMS