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Consumer Issues

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*For chemical product safety, see Environment (→P. 33)

Targets and Results

Enterprise Blueprint for 2020 To meet the expectations of society	Details of current activities (■: Completed, △: Ongoing)	Future initiatives and targets
First-rate global quality and cost competitiveness Protecting consumer's health and safety	△ Have a quality management system based on ISO 9001 △ Manage quality assurance risks (product liability lawsuits, supply obligations, product recalls, and credibility loss due to rumors) △ Measure customer satisfaction (CS) to understand the current satisfaction level, set targets, and promote improvements	1. To maintain and expand conditions where Zeon products are chosen <ul style="list-style-type: none"> • Build systems to prevent defective products from leaving Zeon, create corporate quality trusted by customers, and improve customer satisfaction • Develop initiatives for chemical substance regulations • Develop Zeon's quality management system at Zeon Group companies outside Japan and at outsourcing partners

Quality Assurance

Quality Assurance Policies

In accordance with our basic philosophy and CSR Policy, we define our basic policy for quality assurance as follows.

<p>Basic Policy for Quality Assurance</p> <ol style="list-style-type: none"> 1. We contribute to society by providing high-quality products, goods and services with excellent reliability and safety to the market. 2. We fully understand and predict user demands and provide products, goods and services that users can use with satisfaction. 3. In each quality assurance step, we establish an internal system that can assuredly evaluate high-quality products, goods and services with excellent reliability and safety. 4. We establish technologies that can produce products, goods and services with the target quality in terms of reliability and safety.

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Quality Assurance System

To consistently manufacture products that reflect the needs and wants of customers and to ensure product quality, Zeon is advancing integrated quality assurance activities group-wide, across manufacturing, sales, and engineering functions, by strengthening cooperation between plants, departments and research units (R&D Center).

Quality Assurance System



Mid- to Long-Term Initiative Policy and Initiatives from FY 2017

In our mid- to long-term management plan SZ-20, we set the 2020 quality assurance goal of “global uniform quality and cost compatibility.” For the three years of FY 2014 to FY 2016, we defined our quality assurance policy as “Aim to create mechanisms that will facilitate quality assurance even if things change (even if Zeon or the world changes).” We then conducted quality assurance activities to achieve this.

To develop this quality assurance policy across Zeon Group over four years starting in FY 2017, we revised the policy to read, “Aim to create mechanisms that will facilitate Zeon Group quality assurance even if things change (even if Zeon or the world changes).” We are conducting quality assurance activities across Zeon Group to this end.

Framework Supporting Quality Assurance at Zeon

To ensure a consistent supply of high-quality products to our customers, we have put in place various quality assurance systems in accordance with internal regulations on quality assurance and conforming to the ISO 9001:2015 international standard for quality management systems.

1. Acquisition of international quality standard certifications by Zeon Corporation

In 2010, we integrated the ISO 9001 certifications obtained throughout Zeon and have maintained this. In the 2017 regular inspection, we also received a transition inspection to the 2015 version and completed the transition.

2. Status of Zeon Group Certifications for International Quality Standards

Site		ISO 9001*1	ISO 13485*2
Japan	Zeon Kasei Co., Ltd.	○*3	
	Zeon Polymix Inc.	○	
	Zeon Medical Inc.		○
	Zeon North Co., Ltd.	○	
	Tokyo Zairyo Co., Ltd.	○	
	Zeon Chemicals Yonezawa Co., Ltd.	○	
	Optes Inc.	○	
	Tohpe Corporation	○	
Outside Japan	Zeon Chemicals L.P.	○	
	Zeon Chemicals (Thailand) Co., Ltd.	○	
	Zeon Advanced Polymix Co., Ltd.	○	
	Zeon Chemicals Singapore Pte. Ltd.	○	

*1 ISO 9001 is the international standard for achieving ongoing improvements in enhancing customer satisfaction and quality management systems through product and services quality assurance.

*2 ISO 13485 is the global standard for quality management systems in the field of medical devices for the purpose of continued manufacture and provision of safe and useful medical devices. The standard has added requirements specific to medical devices while omitting some of the ISO 9001 requirements.

*3 The logistical materials division has acquired certification limited to STEC®.

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Framework to Achieve Product Safety

1. Product safety reviews

We strive to ensure product safety in every possible aspect by conducting product safety reviews (PSRs) using our own checklists that consider product safety at every stage of the product lifecycle, from initial product development through planning, design, manufacturing, sales, use, and disposal.

2. Chemical substance regulatory compliance

The regulatory environment for chemical substances management is undergoing major change globally, with laws and regulations on chemical substances being amended not just in the United States and Europe but also in Japan and Southeast Asia. As a result, the number of regulations to comply with is rising sharply. To comply with these regulations at Zeon, we are creating a database of the substances in our raw materials and products, even those present in minute quantities, and building a chemical substances management system capable of continuously tracking the most up-to-date regulatory information, safety information, and other relevant information.

Audits

PL Audits

PL audits are audits performed by an auditing team led by the director in charge of CSR and covering product liability (PL) and product safety. PL audits are conducted for product liability activities for products of Zeon business divisions spanning all stages of development, manufacture, use, final consumption, and disposal.

Quality Audits

Quality audits are audits performed by an auditing team led by the head of the Quality Assurance Department that focus on checking the progress of implementing quality improvement activities. They are conducted at Zeon's business divisions, plants, laboratories, and affiliated companies.

Internal Quality Audits

Internal quality audits are conducted for the purposes of evaluating whether Zeon's quality assurance management system is operating effectively and efficiently based on ISO 9001:2015 and promoting ongoing improvements. The audits are based on ISO 9001, and are structured so that the requirements of ISO 9001 are satisfied as long as Zeon's internal regulations are being complied with. The audits also focus on customer satisfaction and overall optimization.

The audits are conducted for the whole of Zeon Group; as far as possible, audits are conducted by an auditing team comprised of auditors from other divisions.

Communicating Safety Information

For more information about safety information for chemical products handled by Zeon, see Chemical Product Safety Information (→ P. 33).