

Business partner gathering

In January 2018, we hosted a business partner gathering that drew 283 representatives from 153 Anritsu business partners, including overseas companies. We presented our strategies and business development plans under the theme of 5G/IoT toward becoming a global market leader. We called for an even stronger partnership to expand our value chain through collaboration and co-creation under our global procurement system. Moreover, we presented awards to those of our business partners who excelled in all three aspects of quality, delivery, and pricing.

Promoting Partner QU Proposal Activities

We are promoting the Partner QU (Quality Up) Activity as a communication channel for business partners so that they can offer proposals for improvements, requests, and opinions concerning Anritsu. Not limited to procurement, we also accept proposals in a broad range of other areas, including sales, technology, manufacturing, services, safety, health, and the environment, which are serving to improve our business operations.

A council that promotes and supports the activity deliberates and determines whether or not to adopt the proposals, as well as selects companies to receive awards. In fiscal 2017, we adopted 36 out of 62 improvement proposals, which included changing the design to reduce costs and adopting a different procurement method to speed up delivery.

Collaboration room

We maintain a collaboration room within the Company to revitalize communication between our development engineers and business partners. We invite different manufacturers and agents to dispatch their sales engineers in a daily rotation and provide an environment for generating new solutions.

Quality and Product Safety

Social issues as a background

Our social mission is to contribute to the realization of a safe, secure, and prosperous society. For the purpose of delivering safe products to our customers, the Domestic Anritsu Group has established basic matters regarding measures to prevent product accidents and regarding the response to unexpected accidents as part of our efforts to prevent product accidents. In fiscal 2017, the quality management subcommittee, comprised of the quality managers of each of the Group companies within the Domestic Anritsu Group, initiated an investigation into measures designed to prevent product accidents where the cause resides in the parts and worked to elevate quality across the Group as a means of further strengthening these activities.

[Details \(WEB\)](#)
Quality and Product Safety

Policy

Anritsu Corporation has established quality policies and action guidelines under its corporate philosophy, "Contribute to the development of a safe, secure, and prosperous global society by offering Original & High Level products and services with sincerity, harmony, and enthusiasm," and has been firmly implementing them in order to provide products and services that satisfy customers and society.

Quality Policy

Supply satisfactory products to customers and society with sincerity, harmony, and enthusiasm.

Quality Policy Action Guidelines

- Work with sincerity and seriousness not to make nonconforming products.
- Handle after-processes considering customers and harmony with others.
- Propose improvement with enthusiasm.

Structure

In order to maintain, enhance, and ensure product quality, and in order to appropriately administer the quality management system, the Domestic Anritsu Group has established the quality management system committee and the internal quality audit committee, chaired by the chief quality officer (Anritsu Corporation, Chief Environment and Quality Officer), as part of our efforts to enhance quality across the Group.



ISO 9001 Acquisition Status

Anritsu has been certified under the ISO 9001 international quality management standards for quality assurance since 1993 and has developed a consistent global framework, from product design and development to production, services, and maintenance. In Japan, we completed the transition to ISO 9001:2015 in December 2017. Moreover, we have also completed this transition at approximately 80% of major Anritsu Group companies outside of Japan. The transition for all Anritsu Group companies outside of Japan is scheduled for completion by September 2018.

The following list summarizes Anritsu Group companies that have obtained ISO 9001 certification. The certification has been obtained for all organizations engaged in product realization processes. Of the total number of Anritsu employees in our global operations, about 60% of them are covered by the quality management system.

Details (WEB)
Companies with
ISO 9001 Certification

Japan	
Anritsu Corporation	
Group Companies in Japan	
Anritsu Invisis Co., Ltd.	Tohoku Anritsu Co., Ltd.
Anritsu Customer Support Co., Ltd.	Anritsu Engineering Co., Ltd.
Anritsu Networks Co., Ltd.	Anritsu Devices Co., Ltd.
AT Techmac Co., Ltd.	
Major Group Companies outside Japan	
U.S.A.	
Anritsu Company (U.S.A.)	Anritsu Eletronica Ltda. (Brazil)
Anritsu Electronics Ltd. (Canada)	
EMEA	
Anritsu EMEA Ltd. (U.K.)	Anritsu Ltd. (U.K.)
Anritsu GmbH (Germany)	Anritsu S.A. (France)
Anritsu S.r.l. (Italy)	Anritsu Solutions S.r.l. (Italy)
Anritsu A/S (Denmark)	Anritsu AB (Sweden)
Anritsu Solutions S.R.L. (Romania)	Anritsu Solutions SK, s.r.o. (Slovakia)
Asia and others	
Anritsu Electronics (Shanghai) Co., Ltd. (China)	Anritsu Company, Inc. (Taiwan)
Anritsu Corporation, Ltd. (Korea)	Anritsu Pte. Ltd. (Singapore)
Anritsu India Private Ltd. (India)	Anritsu Invisis (Thailand) Co., Ltd. (Thailand)
Anritsu Pty. Ltd. (Australia)	

Medium- to long-term goals

The Domestic Anritsu Group formulated the GLP2020 Quality Initiative, our mid-term quality management plan for the three-year period from fiscal 2018 to fiscal 2020. We have also begun setting KPIs and objectives, and have initiated activities for the following challenges.

Social Value	Initiatives	KPIs and Objectives
Provide safe, high-quality products and services that lead to peace of mind and customer satisfaction	<ul style="list-style-type: none"> Integrate and promote business processes and the quality management system Strengthen product safety management 	<ul style="list-style-type: none"> Set quality management indicators that are synchronized with business process improvements, and promote improvement Construct a system to prevent product accidents where the cause resides in the parts

Progress and challenges

The GLP2017 Quality Initiative, our mid-term quality management plan for the three-year period up to fiscal 2017, is now complete. Although the plan generally progressed as expected, the remaining challenges and new challenges will continue to be addressed in the GLP2020 Quality Initiative.

Priority Themes	Initiative Results
Improvements through the integration of the management system	Completed the transition to ISO 9001/14001:2015 Began integrating the product realization process in GLP2020
Responsive process improvements	Began disclosing complaint information and guidelines for corrective action to the Domestic Anritsu Group Analyzed complaint information and corrective action details of each company in the Domestic Anritsu Group, and provided feedback on the results as suggestions for improvement
Establish a global product information sharing system	Began operations of an information sharing system for complaint information, etc., with some overseas bases continuing to establish an information sharing system for the entire Anritsu Group in GLP2020
Continuous education related to legal matters and the quality management system	Worked to maintain and elevate quality awareness through education programs related to the quality management system (QMS), as detailed below <ul style="list-style-type: none"> Basic education on quality management for new employees Basic education on ISO 9001 for all employees in the Domestic Anritsu Group Internal quality auditor training and education Why-why analysis education

Activities

Improvements through the integration of the management system

- Completed the transition to ISO 9001/14001:2015 in December 2017
- Initiated management of environmentally friendly products under the quality management system development process
- Initiated an investigation into expanding the scope of the QMS (addition of sales departments in Japan), and initiated operations in April 2018

Responsive process improvements

- Verified and analyzed the details of complaint information and corrective actions within the Domestic Anritsu Group
- Began disclosing complaint information and guidelines for corrective action to the Domestic Anritsu Group
- Provided feedback to each business division regarding the review and analysis results of the complaint information and corrective actions

Proactive prevention process improvements

- Initiated an investigation into preventative measures for product accidents where the cause resides in the parts under the quality management subcommittee, comprised of the quality managers of each of the Group companies within the Domestic Anritsu Group
- Held regular technology seminars related to software quality

Establish a global product information sharing system

- Shared quality information related to the export of lithium batteries, etc., with global bases
- Added a download function for the Quality Policy and ISO 9001 certificate to the quality and product safety page on the Anritsu website