



Cover Story	Group CEO Message	Solving Social Issues Through Business	Sustainability Management	Environment	Social	Governance	Other Information
Respect for Human Rights and Diversity	Human Resources Development	Occupational Health and Safety	Supply Chain Management	■ Quality and Product Safety	Customer Service and Support	Performance Data	

Social

Quality and Product Safety

Stance on Social Issues

Every business must have a comprehensive approach to satisfying customer needs and earning their trust, not only managing the quality and safety of their products but also protecting the environment and keeping the business ready for contingencies that may arise at any time.

The Anritsu Group's social mission is to contribute to the realization of a safe, secure and prosperous society. To achieve this, it must provide safe and secure electric equipment with top priority on preventing product accidents and a commitment to constantly raise quality Group-wide.

Policy

Anritsu's quality policy and related conduct policy are shared by Group companies in Japan. Under the corporate philosophy of "contributing to the development of a safe, secure and prosperous global society by offering 'original and high-level' products and services with sincerity, harmony and enthusiasm," we constantly improve the quality of our products and services to meet customer needs and social demands.

Quality Policy

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

Conduct Policy

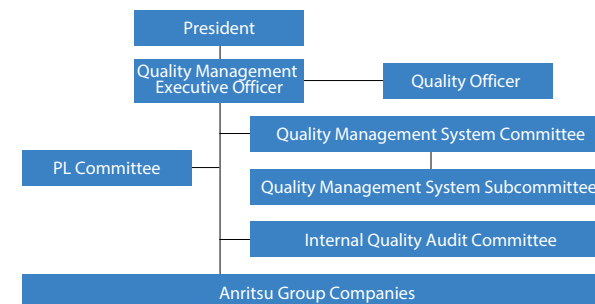
- Work with sincerity and seriousness not to make nonconforming products.
- Handle after-processes considering customers and harmony with others.
- Propose improvement with enthusiasm.

Structure

For the sake of maintaining, improving, and ensuring product quality and effectively operating its quality management system, the Domestic Anritsu Group maintains committees headed by the Quality Management Executive Officer, who serves as the Chief

Quality Officer at the Anritsu Corporation. The committees include the Quality Management System Committee, which consists of the presidents of the Domestic Anritsu Group, and the Internal Quality Audit Committee. The Quality Management System Subcommittee, consisting of the Quality Managers of the Domestic Anritsu Group, reviews the Group's quality policies and improvement initiatives to reinforce quality management across the Group in Japan. The Product Liability (PL) Committee, set up to supervise product safety, is chaired by the Quality Management Executive Officer and consists of representatives from various sections, including public relations, legal affairs, internal control, procurement, and servicing along with the Quality Managers of the Domestic Anritsu Group. The PL Committee draws up operational strategies for potential product accidents, designs preventive measures, and reviews the effectiveness of those measures. The Quality Management Executive Officer annually reports on quality circumstances at the Management Strategy Conference.

■ Domestic Anritsu Group's Quality Management System Structure





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ISO 9001 Acquisition Status

Since 1993, Anritsu has been ISO 9001 certified, the international standard for quality management systems. We consistently manage quality Group-wide for all processes, from product design, development, and production to servicing, repair, and maintenance.

All Group companies currently engaged in the development or manufacture of products are certified under ISO 9001. The certification rate for the Anritsu Group's quality management system is 100%, while the rate based on the size of our labor force is approximately 75%.

WEB Companies with ISO 9001 Certification

Goals

The Domestic Anritsu Group identified the following themes for the GLP2020 Quality Initiative, its mid-term management plan covering fiscal 2018–2020.

Themes	Fiscal 2019 Progress and Performance
1. Improvements through the integration of management systems	Generated a checklist for internal audit on QMS/EMS integration. ISO-certified with expanded scope, including Partner Solution Div., from external auditors.
2. Strengthening energy- and resource-saving products (environmentally friendly products)	Mapped out Scope 3 CO ₂ emissions reduction targets, which were approved by the SBT Initiative as science-based targets.
3. Strengthening legal and regulatory compliance as well as product safety management	Established and implemented a system for controlling specified hazardous substances for product safety.
4. Strengthening proactive prevention processes	Held a seminar on proactive prevention techniques.
5. Promoting global quality and environmental actions	Shared quality information worldwide. Conducted internal audits on quality at operation sites.

Activities / Achievements

Improvements through the Integration of the Management Systems

In fiscal 2020, we will begin conducting a checklist-based internal audit on the integration of quality and environmental management systems. In fiscal 2019, our ISO 9001 certification was renewed by external auditors, with an expanded scope including the Partner Solution Division.

Strengthening Environmentally Friendly Products

In order to respond to the requests from customers and other stakeholders to reduce environmental impact, the Anritsu Group has worked on the energy- and resource-saving features of its products under the GLP2020 Quality Initiative.

The CO₂ emissions reduction plan and targets set in fiscal 2019 were approved by the SBT Initiative. We are further promoting the development of energy- and resource-saving products and strengthening collaborations with suppliers to achieve the Scope 3 indirect CO₂ emissions targets for corporate value chains.

P.029 Reducing CO₂ Emissions from Purchased Goods and Services, and Reduced CO₂ Emissions from the Use of Sold Products

Enhancing Regulatory Compliance and Product Safety Management

Phosphorus, which is sometimes used as a flame retardant in resins for electronic components, carries the risk of causing a short circuit or smoking that could result in a product accident. Therefore, the Anritsu Group specified phosphorus as a hazardous substance for product safety and started monitoring its content in our purchased parts. We also established and implemented a new process for controlling specified hazardous substances for product safety.

Moreover, we provided employees with quality management training focused on legal compliance, product safety, and preventing quality fraud.

Strengthening Proactive Prevention Processes

In addition to periodic lectures on software quality improvement, we organized a seminar on techniques for proactively preventing quality defects. In fiscal 2020, we will launch an initiative to incorporate those techniques into our operational processes.

Promoting Global Quality and Environmental Actions

We convene our global quality management meeting concurrently with the annual Global Environmental Management Meeting. At the meeting, participants from Japan, the U.S., and the U.K. shared information about the status of quality management. We also conducted an internal quality audit at operation sites toward establishing a quality assurance system that would allow us to deliver high-quality products worldwide.