

## 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, the Anritsu Group 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 Company philosophy of "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'," 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

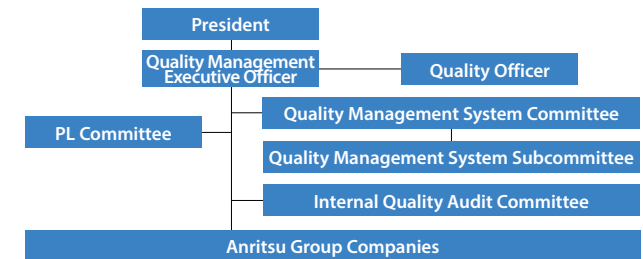
- Work with sincerity and seriousness not to make nonconforming products.
- Handle after-processes considering customers and harmony with others.
- Propose improvement with enthusiasm.

## 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



## 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](#) ISO9001 Acquisition Certification

## Goals

The Domestic Anritsu Group carried out the GLP2020 Quality Initiative, a mid-term management plan covering fiscal 2018–2020, under the themes below. While we achieved the goals for Themes 2–5, we postponed verification of the effectiveness of the internal quality audits on integrated EMS/QMS for Theme 1 to fiscal 2021. We will conduct the remaining internal audits and enhance the accuracy of our quality auditing under the GLP2023 Quality Initiative, a mid-term plan for fiscal 2021–2023. During this new term, we will also extend the scope and make better use of management systems and work harder to strengthen the Group’s mindset for achieving higher quality.

### Review of the GLP2020 Quality Initiative

Themes	Reviews (Results)
1. Improvements through the integration of management systems	<ul style="list-style-type: none"> <li>Conducted internal quality audits on integrated EMS/QMS at some of the designated departments</li> <li>Added three departments, including domestic sales department, to the QMS scope</li> </ul>
2. Strengthening energy- and resource-saving products (environmentally friendly products)	<ul style="list-style-type: none"> <li>Mapped out CO<sub>2</sub> emission reduction targets up to 2030 for parts and products and gained approval from the SBT Initiative one year ahead of schedule</li> <li>Category 1 (Parts): Obtained data on CO<sub>2</sub> emissions by suppliers and started asking them to reduce their emissions</li> </ul>
3. Strengthening legal and regulatory compliance as well as product safety management	<ul style="list-style-type: none"> <li>Conducted ongoing compliance-related training programs across the Group</li> <li>Expanded the rules on the control of specific hazardous substances for product safety, to cover red phosphate, and accordingly revised the Global Green Procurement Specification, allowing for understanding of the content of red phosphate in products and appropriate response to customer inquiries concerning the substance</li> </ul>
4. Strengthening proactive prevention processes	<ul style="list-style-type: none"> <li>Held a seminar on a proactive prevention technique and another seminar for developing a new proactive prevention technique</li> <li>Reviewed complaints and non-conforming products and conducted annual QA feedback for all business divisions</li> </ul>
5. Promoting global quality and environmental actions	<ul style="list-style-type: none"> <li>Launched a website to share information on global quality with Anritsu companies outside Japan</li> </ul>

### Themes and Outlines of the GLP2023 Quality Initiative

Themes	Status*1	Outlines
1. Increase the effectiveness of management systems in business operations	Ongoing*2	<ul style="list-style-type: none"> <li>Consider expanding the QMS scope</li> <li>Increase the accuracy of internal quality audits by improving auditing by type and raising audit staff skills</li> </ul>
2. Strengthen the Group’s quality-related mindset	New	<ul style="list-style-type: none"> <li>Plan and implement training programs for raising quality awareness</li> </ul>
3. Strengthen legal and regulatory compliance as well as product safety management	New and ongoing	<ul style="list-style-type: none"> <li>Build a system to share information about laws and regulations (new)</li> <li>Increase the use of data on controlled parts containing specific hazardous substances for product safety (continued)</li> </ul>
4. Promote global quality actions	Ongoing	<ul style="list-style-type: none"> <li>Conduct a continuous improvement activity for the global quality information website</li> </ul>

\*1 When compared to GLP2020  
 \*2 Changes made only to the title and part of activities

## Activities and Achievements

### Improvements through the Integration of the Management Systems

As a result of deliberation that started in fiscal 2018, we decided to integrate the quality management system with the environment management system, having determined this would be the most effective solution. In fiscal 2019, we designated seven departments subject to internal quality auditing on the integrated management systems. The audit was conducted at two of them in fiscal 2020, with the remaining five and other departments to be audited in fiscal 2021. We believe the integration of the management systems will accelerate our improvement activity.

### Strengthening Environmentally Friendly Products

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

We mapped out CO<sub>2</sub> emissions reduction plan and targets under GLP2020, and the plan and targets were approved by the SBT Initiative in fiscal 2019. Implementation of the plan is already well on the way to achieving its targets. We will keep promoting the development of energy- and resource-saving products and further strengthen our collaboration with suppliers to achieve our targets for Scope 3, or indirect CO<sub>2</sub> emissions from our value chain.

These activities will be continued under GLP2023 by the environmental department.

**P.33** Reducing CO<sub>2</sub> Emissions from Purchased Goods and Services, and Reduced CO<sub>2</sub> Emissions from the Use of Sold Products

### Enhancing Regulatory Compliance and Product Safety Management

Red 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 identifies phosphorus as a hazardous substance for product safety and limits its content in purchased parts. Following the launch of a system for managing specific hazardous substances for product safety in fiscal 2019, we established the associated rules and guidelines in fiscal 2020. In fiscal 2020, we also introduced a procedure for checking phosphorus content in purchased parts and shared the results across the Group. The control process, now in completely in place along with our continuous improvement activity, has fully prepared us to handle customer inquiries on phosphorus.

In fiscal 2020, as in fiscal 2019, we provided employees with quality management training focused on legal compliance, product safety, and preventing quality fraud.

### Strengthening Proactive Prevention Processes

In fiscal 2019, Anritsu Corporation held a Companywide basic training program on the Design Review Based on Failure Mode (DRBFM), a technique developed by Toyota Motor Corporation for proactively preventing quality defects. After the program, we received inquiries from some departments about introducing the technique in their own operations.

Therefore, in fiscal 2020 we invited an outside specialist on the technique to provide a workshop primarily for those departments. Their deliberation has since focused on introducing a proactive, Anritsu-specific preventive technique based on DRBFM.

During the year, we also organized a periodic lecture on software quality improvement for development engineers.

### Promoting Global Quality Actions

Since fiscal 2019, Anritsu Corporation has maintained a global website designed to share all its information on quality as well as product laws or regulations in countries around the world with other overseas Anritsu companies. Prior to the latest market launch of Anritsu products in the U.K., for instance, the Company posted information about the UKCA marking (UK Conformity Assessed Marking), a mandatory system applicable to certain products designated by the British government to mitigate the risk of nonconformity with this new U.K. law by any Anritsu company.

### Preventing Product Accidents and Legal Violations

As of the preparation of this report, there have been no product accidents resulting in a recall or any violation of laws for product safety by Anritsu.

To facilitate a prompt response to any product accident, the Domestic Anritsu Group established an emergency reporting channel on the intranet's homepage to facilitate a prompt response to any product accident. To ensure its use, all Domestic Anritsu employees receive training in October, a month dedicated to the promotion of corporate ethics, to deepen their knowledge of laws governing product accidents and Anritsu's product safety systems.

As a standard component of our effort to ensure customer safety, we voluntarily post notices on our corporate website about the risks of accidents that could be associated with the use of our products as well as information about inspections and repairs.

To further prevent violations of prevailing laws, we also established a scheme that allows employees to detect any sign of a potential legal violation and swiftly remedy and report it to management. The scheme has been in place since fiscal 2020.