

A-d **IMS Priority Measures for 2012**

2012 HORIBA Group Policy

HORIBA Premium—Create First Class Value for MLMAP—
Create High Quality Value—Toward Achieving Medium- and Long-term Management Plan 2015

2012 Action Plan Basic Principles of Policies, Items, and Objectives

1. To reflect the HORIBA Group's management policies, we formulate Group IMS policies from the perspective of the group management policy, "HORIBA Group is One Company."
2. We establish Group IMS objectives while taking into consideration their compatibility with IMS policies and organization-wide goals.
3. We establish Group IMS objectives while prioritizing the building of customer confidence.

Priority Measures for 2012

① Reduce quality costs (prevention, assessment and loss)

Increase rates of costs for prevention and assessment and decrease the rate of cost for loss

- Provide safe and secure products to customers
- Ensure customers our quick responses
- Shorten periods for repairs
- Provide all customers with products with high and consistent quality
- Improve design quality (including that of outsourced designs)
- Improve manufacturing quality (including that of outsourced manufacturing)
- Improve the quality of parts

② Conserve energy and resource

- Use energy effectively by promoting energy and resource conservation
- Maintain zero emissions through the three Rs (reduce, reuse, and recycle)
- Effective use of chemicals
- Develop new eco-friendly products compliant with the RoHS Directive 2011/65/EU

③ Promote employees' health and eliminate employment injuries

- Eliminate employment injuries (reduce risk factors resulting in injury or illness)
- Promote employees' physical and mental health
- Reduce traffic accidents in the course of employment

④ Increase customer satisfaction

- Increase customer satisfaction
—Increase customer satisfaction with respect to both products and services
- Improve overall quality (increase customer satisfaction in product performance, delivery, pricing and services)