

A-d 2012 IMS Action Plan

2012 Group IMS Policy, Items, and Objectives

Group IMS policy	Group IMS items	Group IMS objectives	IMS objectives for HORIBA, Ltd.	IMS targets for HORIBA, Ltd.
<p>① At the HORIBA Group, we meet customer needs through our first class quality products and services in countries all around the world.</p> <p>② We use our skills for the development of science and technology and for the conservation of health, energy, and the environment. At the same time, we comply with laws, regulations, and social norms, promote harmony with stakeholders and actively contribute to society.</p> <p>③ We formulate plans based on the HORIBA Group management policy to increase the enterprise value of our group and we continually work to improve them.</p>	<p>HORIBA Group Policy for 2012: "HORIBA PREMIUM—Create First Class Value for MLMAP</p> <p>IMS items</p> <p>① Create corporate value</p> <p>1) Promote the construction of the Group IMS</p> <p>② Enhance the HORIBA brand (Production aimed at increasing customer satisfaction)</p> <p>2) Improve overall quality</p> <p>3) Respond to customer demands promptly</p> <p>4) Observe rules and codes of ethics both inside and outside the company</p> <p>③ Promote the creation of safe and highly efficient Clean Factories (Prevent corporate losses)</p> <p>5) Contribute to environmental protection</p> <p>6) Improve production/administrative efficiency</p> <p>7) Strive for no employment and commuting injuries</p>	<p>Reduce quality costs (prevention, assessment and loss)</p> <p>Increase rates of costs for prevention and assessment and decrease the rate of cost for loss (Reduce warranty cost by 10% compared with last year)</p> <p>* Percentage of faulty products = warranty cost / sales</p> <p>Conserve energy and resources (Reduce CO₂ basic unit by 1% compared with last year to comply with the revised Energy Conservation Act) (CO₂ emissions: [t-CO₂/year]; CO₂ basic unit: [t-CO₂/JPY100 million])</p> <p>Eliminate employment injuries</p> <p>Promote employees' physical and mental health</p> <p>Reduce traffic accidents in the course of employment</p> <p>Increase customer satisfaction</p>	Provide safe and secure products to customers	Improve the completion of customer offers by 10%
			Ensure customers our quick responses	Increase the delivery deadline compliance rate to 98% or more (Delayed deliveries by no more than 14 days) Increase the rate of on-time responses made to define specifications to 80% or more
			Shorten periods for repairs	Increase the regular inspection rate by 5% Reduce the number of days for repairs by 10%
			Provide all customers with products with high and consistent quality	Ensure 100% our responses to suppliers' requests for changes on-time
			Improve design quality (including that of outsourced design)	Reduce the number of design changes due to design errors by 10%
			Improve manufacturing quality (including that of outsourced manufacturing)	Reduce the numbers of faulty products in production lines by 10% .
			Improve the quality of parts	Reduce the numbers of faulty parts purchased or machined by 10%)
			Use energy and resources effectively	Improve energy efficiency by 1% Reduce CO ₂ emissions by 1%
			Maintain zero emissions	Reduce the final waste disposal rate to 1% or less (Create a group-wide system for realizing zero emissions)
			Effective use of chemicals	Maintain the amount of stored hazardous substances to 90% of the maximum permissible levels or less
Eliminate employment injuries	Eliminate employment injuries and traffic accidents in the course of employment (with or without temporary absence from work) Continue the zero disease in the course of employment Eliminate commuting injuries (with temporary from work)			
Promote employees' physical and mental health	Increase the percentage of employees undergoing follow-up medical examinations Decrease the number of employees complaining about their mental conditions Reduce the number of physical injuries offended by employees to zero			
Reduce traffic accidents in the course of employment	Reduce the number of traffic accidents caused by employees (those offended by employees or own-injured)			
Increase customer satisfaction	Measure customer satisfaction with products and services through questionnaire Further increase current customer satisfactions			