



With Our Customers

Highlights

Improving Worksite Capacity by SDCA (Standardize, Do, Check & Act) Aiming to Make Superior Manufacturing a Matter of Course



Manufacturing worksite SDCA activity

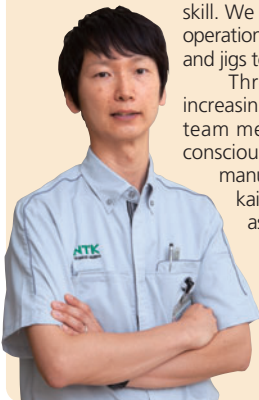
Standardizing our work and operations plays an important role in supporting total quality management (TQM). As a manufacturer, we are promoting the manufacturing worksite SDCA (Standardize, Do, Check & Act) activity to stably and reliably conduct daily management at our manufacturing worksites. We are working to improve the quality of our manufacturing by encouraging awareness of any abnormalities in the worksites and on a daily basis maintaining a worksite without muri, muda and mura (unreasonableness, waste and inconsistency) through good communication.

Voice of Our Activity Promoter

We are endeavoring to standardize our work with the goal of producing superior products through the participation of all employees

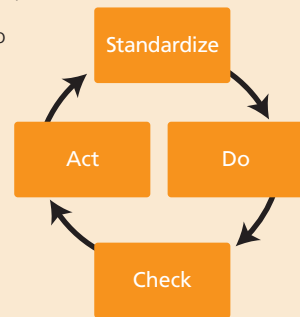
In the SE Production Department, to minimize variation in the amount of silicon used in manufacturing of electrostatic chucks, we have established a set amount, where in the past we relied on individuals' intuition or skill. We are also endeavoring to standardize every kind of operation from the arrangement of printing equipment and jigs to the main task.

Through these activities, in addition to increasing the knowledge and abilities of our team members, we are aiming to instill consciousness of the quality necessary at a manufacturing worksite and a culture of kaizen (improvement) in the workplace, as well as aiming to produce superior products through the participation of all employees.



Sachihiko Murata
SE Production Dept.
NTK Ceramic Co., Ltd.

We are working hard to promote the standardization of every kind of operation!





Promoting NQC Activity (Small Group Improvement Activity) in Each Department



Promotion of NQC activity by expert advisors

In an attempt to activate NQC activity to continuously solve daily workplace problems with the goal of training human resources and improving workplace capacity, we launched the expert committees in fiscal 2013. They are made up of Certified QC Circle Trainers and expert advisors. In particular, they give expert advisors knowledge and practical skills related to NQC activity through two years of activities (as internal workshop instructors, promoter and commentator and in external training courses).

Expert committees established to further activate NQC activity!

Voice of Certified QC Circle Trainer

I joined the expert committee as certified QC circle trainer this year

For administrative departments, it can be difficult to carry out NQC activity. They may have trouble selecting themes, grasping the existing state of affairs, and verifying results.

However, with regard to the distinctive problems and issues facing administrative departments, I would like to contribute to activating NQC activity by putting my knowledge, experiences and know-how to use and continually providing guidance and support using flexible and unique thinking.



Yoko Kato

Human Resources Dept.

Calibration Skill Training and Company-wide Certification System

Measurement equipment is one of the key factors to produce quality products and adequate calibration skills are essential to have reliable measurement results. Therefore we provide calibration skill training and company-wide calibration certification system as a part of our global educational backup activities.

We periodically visit overseas plants to provide calibration skills based on company-wide certification system. In this way, we contribute to produce globally standardized quality products.

Voice of Quality Control Manager, Overseas Plant

I recognized again the importance of measurement control

I asked for calibration skill training because I recognized again the importance of measurement control in a manufacturing manager meeting.

They offer very useful proposals which contribute to quality assurance, such as provision of guidelines for measurement equipment control, certification system for calibration skills, and on-site training.

We keep on making efforts to improve our manufacturing ability with their backup activities.



Zhenying Yu

General Manager
Quality Assurance Department
NGK Spark Plug (Shanghai) Co., Ltd.