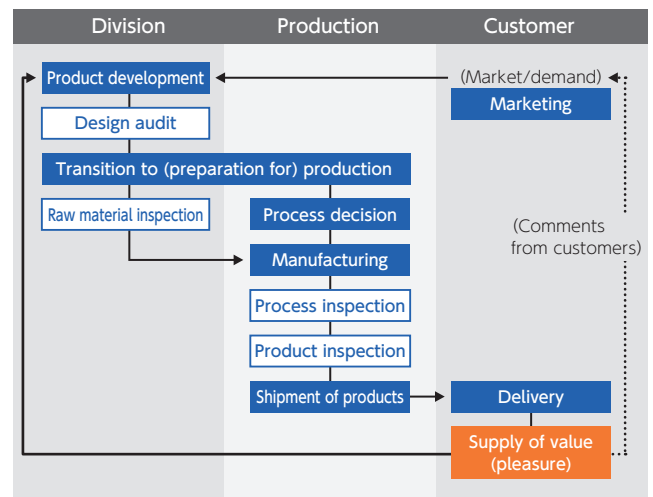


Aiming for the Improvement of Quality in the Group

Nippon Paint Holdings Group seeks quality assurance and productivity improvement in the actual production sites involved in manufacturing in order to enhance customer satisfaction.

Group Quality Assurance System

Nippon Paint Holdings strives to promote quality assurance activities of the Group companies based on the policy in its internal rules to "maintain and improve the quality of products in a steady and continuous manner with an aim to enhance customer satisfaction with the products of the Group." Group companies in Japan pay attention to safety and environmentally friendliness of their products at the product design stage and take measures to secure the functions of the products. In addition to strict design audits, as well as examinations before the transition to the production stage, strict quality checks are conducted at different stages, including inspections of raw materials used, manufacturing process inspections, and final inspections of products. We also make efforts to maintain and improve the Group's quality assurance system, including process management to reduce quality variations in the manufacturing process and logistics management to deliver the products of our Group to customers safely by the deadline.



Organization of a Global Quality Conference (GQC)

In overseas Group companies as well, Nippon Paint Holdings works to promote the quality assurance system and the improvement of quality management in cooperation with local staff as in the case of safety management. To provide a forum for reporting on team activities to improve quality assurance and productivity at actual production sites, a Global Quality Conference (GQC) was held in September 2018. About 50 interested parties attended the 13th conference held at our head office, which was also transmitted via a video conferencing system. This conference is used to share the attitude towards manufacturing in various countries, new discoveries in the production field, and efficient management methods.



Promotion of quality assurance activities

Our Group strives to promote improvement activities of manufacturing sites that contribute to quality assurance and the safe environment in the sites. We position them as "on-site quality assurance (QA)" activities and work to reinforce the sites with focus on the five items of "5S (seiri, seiton, seiso, seiketsu, and shitsuke, or arrangement, tidiness, cleaning, cleanliness, and discipline)," "visual management," "standardization," "prevention of errors," and "quality KY (kiken yochi, or risk prediction)." In addition, the leaders of the manufacturing sites mutually check the worksites managed by the relevant departments and also have opportunities to deeply examine the issues of the manufacturing sites and discuss fundamental countermeasures. Through initiatives including them, we work to raise the levels of quality assurance and safety activities in the manufacturing sites as a whole.

