## **Establishment of a Value Creation Foundation for Quality**

### **Purpose of establishment**

Based on our founding mission statement of "Customers First," we aim to create a balance of social, environmental, and economic values through our business activities, and to continue to be trusted and needed by our customers (\*). Safety, quality, and the environment are the foundations for sustainable value creation. These are organized in the following framework in order to clarify basic approaches and guidelines and to ensure that all employees share and put them into practice. \*Taikisha defines overall society (all stakeholders) as customers in a broad sense.

# Statement

Customers First"

### **Corporate Philosophy** Management Objectives

- Establish a company which can continuously grow and contribute to the society
- 2. Establish an attractive company

#### **Management Vision**

Conduct businesses under free and fair competition in compliance with laws and the spirit thereof; contribute to customer/business partner, shareholder, employee, community/society and global environment with transparency and integrity.

#### **Business Vision**

- 1. Deploy diversified business globally
- 2. Explore unique engineering business
- 3. Develop reliable after-sales service

### **Basic Philosophy**

**Principles of** Conduct

**Action Guidelines** 

- Leadership Model by Taikisha

**Code of Conduct** 

- Principles of Behavior
- Ethical Standards

### **Value Creation Foundation**

### **Basic Quality Philosophy** (Approach Supporting Taikisha's Corporate Philosophy)

Based on our mission statement of "Customers First," and guided by our Quality Management Vision and the guidelines for its realization, we contribute to the creation of an optimal environment and the development of society by providing high-quality systems and services through technologies that meet customer needs.

### **Quality Management Vision** (Approach Supporting Taikisha's Management and Business Vision)

To realize a "Customers First" approach, it is essential to establish quality assurance in work processes. At Taikisha, we strive to provide equipment that satisfies our customers in terms of functionality, price, and reliability.

### Guidelines for the Realization of **Taikisha's Quality Management Vision**

- 1. In order to earn the trust and meet the expectations of our customers, we work to accurately grasp their needs and provide systems that offer performance with high customer satisfaction.
- 2. We ensure quality in each process based on our quality assurance system chart. Furthermore, in light of technological advances, increasingly complex systems, and heightened awareness regarding quality, we place emphasis on foolproof and fail-safe designs and construction to ensure safety and reliability for our customers.
- 3. We will continue to take on the challenge of developing innovative technologies by making full use of our engineering expertise in the fields of energy, air, and water.