

Value Chain and Stakeholders

Lintec Group's Approach

Business activities of the Lintec Group have impacts on every link of the value chain. We proactively review and improve business operations informed by the SDGs at each phase and promote interdepartmental collaboration, aiming at the realization of a sustainable society.

We also provide opportunities for dialogue with stakeholders, and reflect the input obtained through these dialogues in our business activities.



For the Improvement of Value Chain

Quality Assurance System

The Lintec Group has established a quality assurance system based on ISO 9001^{*1}. In Japan, we have integrated the quality assurance systems of six divisions into a group-wide QMS. As for group companies outside Japan, the quality assurance system has been set up and put into operation at 12 business sites.

In fiscal 2022, Lintec started further quality improvement initiatives with reinforced quality assurance and quality control and effective QMS operation under the new Quality Assurance Division.

Under the new organization, we will enhance collaboration across business activities along with quality assurance and integration of QMS activities, with the aim of building a quality assurance system from a customer perspective and from the starting point of manufacturing.

ISO 9001 certification received (FY2021)

Number of certified sites		16
Breakdown	Japan	4
	Asia	8
	U.S.A.	4

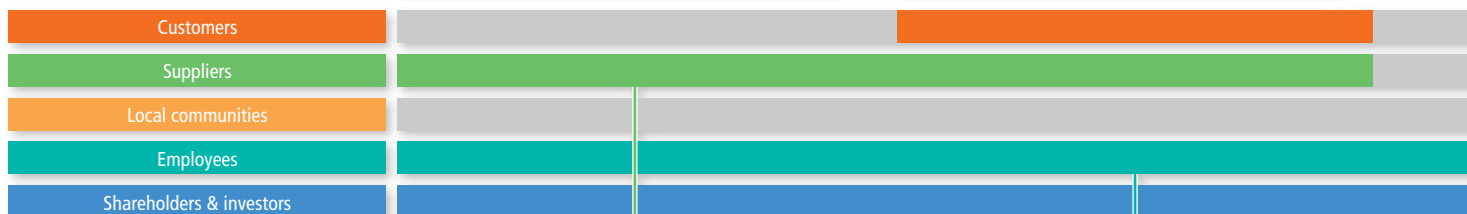
Raw material procurement

Implement CSR procurement to co-exist and co-prosper with suppliers.



R&D

Create new innovative products for society, led by the R&D Division.



Highlights of Lintec's initiatives



Material suppliers

About **500** companies

Questionnaire survey response rate from 118 major suppliers

92.4%

Aggressive R&D to meet customer expectations

R&D cost

7.9 billion yen

*1 ISO 9001: An international standard for quality management systems (QMSs)

Management

Quality Accident Prevention and Education

The Lintec Group considers it important to integrate its QMS into business processes and implement the QMS effectively so as to maintain and improve quality products and services and prevent quality-related accidents. To deepen the entire Group's understanding of the ISO 9001 standard, the Head Office previously organized ISO education every year based on the annual training plan.

With the recent COVID-19 pandemic, however, providing group training as usual became difficult. We therefore changed the format to online training and reviewed the learning materials to make them easier to understand for those who are learning about the QMS for the first time, and to ensure that the standard would be understood. We will continue such activities in order to provide more reliable products and improve our services for customers.



My Next Stage

At Lintec (Thailand) Co., Ltd. we conduct a quality patrol for each manufacturing process every month and work on problems found to prevent failures. As a result of this, in 2021 we reduced the number of complaints by 56% from 2020. Additionally, we have built an automated inspection sheet issuance system to promptly respond to our customers.

Based on the Quality Policy, we will continue to make concerted efforts to improve customer satisfaction.



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Quality Assurance/Quality Control Department
Lintec (Thailand) Co., Ltd.

Manufacturing

Improve production efficiency, reduce environmental impact, and mass-produce new products in and outside Japan.



Distribution

Reduce environmental impact and achieve a stable supply of products as a result of our modal shift.



Sales/Use

Provide security and trust based on high-quality manufacturing that can satisfy customers.



Disposal/Recycling

Reduce waste and use it effectively.



Carrying out social contribution activities at each business site
Annual spending on social contribution activities

12.44 million yen

Increase of CO₂ emissions from distribution compared to FY2020

8.5 %

Decrease in energy consumption per production unit

About **2.4** %

Reduction of quality accidents compared to 2010 (benchmark year) with thorough quality control

65 %

Final landfill disposal rate

0.5 %