Quality and Safety Policy for Fiscal 2018

1. Implementing measures to prevent reoccurrence of claims/complaints and horizontal deployment of measures within and between plants
2. Providing accurate product information based on strengthened management of information about raw materials and products
3. Strengthening the quality control framework, particularly by unifying the procedures for entering inspection values into the system across the Group, and preparing regulations for overseas subsidiaries

Quality and Safety Initiatives

Promoting Quality Improvement Efforts

The ADEKA Group promotes voluntary activities to improve quality safety*1 by ensuring Safety Quartet (occupational, environmental, quality and equipment safety). As an assurance of product quality, the Group has acquired ISO 9001 certification for quality management systems for 22 Group companies in and outside of Japan, in order to maintain and continuously improve quality assurance systems. Additionally, the Group has acquired FSSC 22000 certification for seven companies and HACCP certification for three companies, to ensure food safety and for quality assurance.

Quality Management System

ADEKA’s Quality and Safety Policy guides its sales, manufacturing, R&D and staff departments in their quality and safety initiatives. The company conducts quality and PL inspections*2 to ensure the effective implementation of initiatives. The results are shared at the Quality Management and Product Liability Council as part of a PDCA cycle.

Reassessment of Quality Inspection Practices

The ADEKA Group conducted a quality control survey in fiscal 2017 which confirmed that no inspections and other work requiring public qualifications were carried out by non-qualified personnel, and that no inspection data was being intentionally manipulated. In fiscal 2018, the Group established procedural standards covering manual processes from test data acquisition to system entry that stand up to the scrutiny of third parties (customers). The Group has conducted quality and product liability audits to verify that its plants are complying with the standards.

Control of Chemical Substances

In accordance with the Strategic Approach to International Chemicals Management (SaICoM) to be achieved by 2020, and the SDGs to be achieved by 2030, the ADEKA Group aims to manage and use sustainable chemical substances that are safer for people and the environment. With countries adopting stricter regulations, the Group works to rapidly secure compliance and provide detailed chemical substance information (from raw materials through to product use) so that customers feel safe about using the products.

Food Safety and Hygiene

As a manufacturer of food-grade ingredients, the ADEKA Group implements hygiene management and practices regulatory compliance, while endeavoring to supply safe and secure products. In Japan, the Group is revising product labels in accordance with food labeling standards. In addition, the Group continually improves its quality control from the aspects of both food safety and defense, to prevent internal and external contamination and cross-contamination.

Overview of Quality Management System

Quality Assurance

Safety Management

Environment and Safety Division

Quality Management and Product Liability Council

*1 Quality safety: ADEKA’s original approach that integrates quality assurance and product safety. *2 An initiative unique to ADEKA to check for the thorough deployment of quality and safety measures. *3 Safety Data Sheets containing information such as the name of the chemical substance, its uses, physical properties, health effects, hazards, and other essential information. *4 Guidelines covering the System of Classification and Labeling of Chemicals. *5 Toxic Substances Control Act. *6 The Act on Registration and Evaluation of Chemicals of South Korea.