



## Risks and opportunities in quality assurance

Quality targets	Zero serious complaints or inappropriate incidents
Key issue	Ensuring proper quality management at the NOF Group

Major risk	Risk description	Opportunities	Major activities
Quality fraud	<ul style="list-style-type: none"><li>Loss of public trust and damage to corporate value due to quality problems such as falsification of quality inspection results</li></ul>	<ul style="list-style-type: none"><li>Continuous improvement of quality management throughout the company and Group, and earning social trust through fair corporate activities</li></ul>	<p>In 2023, we established a new Code of Conduct and issued a Message from the President to implement specific actions in accordance with the Corporate Philosophy, which defines the mission and ideal state of the NOF Group, and the three values that are prioritized in implementing the Corporate Philosophy: Challenges, Fairness, and Harmony.</p> <p>[Thoroughly ensuring proper quality management]</p> <ul style="list-style-type: none"><li>Development of a quality policy to “provide the highest quality products and services”</li><li>Raise awareness and educate employees through compliance manuals, etc.</li><li>Quality inspections and periodic surveys</li><li>Thorough prevention of recurrence and horizontal development through reporting of quality anomalies (serious cases)</li><li>Promotion of automation of quality management and inspections (creation of a system that prevents fraud and falsification, etc.)</li></ul>
Quality defects and product problems	<ul style="list-style-type: none"><li>Loss of customer trust due to quality anomalies causing delivery delays to customers or quality anomalies in customer products</li></ul>	<ul style="list-style-type: none"><li>Gain customer trust through quality improvement and a proven track record</li></ul>	