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Technologies Improving Reliability

Since our founding in 1927, Sanyo Denki has targeted new fields of specialization not attempted by others, establishing a policy to aim for the top level in special-purpose technology and applications, rather than general-purpose equipment required for mass production. Based on this and thanks to the support from many of our customers, we have developed the San Ace, SANUPS and SANMOTION brands. From April of 2013, we began brandishing the banner of becoming a global corporation with the status of “top brand in the world” as the biggest target of our 7th medium-term management plan and we are currently striving to turn this into a reality. In order to achieve our goal, it is necessary to make the San Ace, SANUPS, SANMOTION able to be “used with peace-of-mind” by even more of our valued customers.

Being able to be “used with peace-of-mind” means “obtaining the trust of our customers” , and in other words, reliability, is required.

Reliability is defined as the following:

- According to JIS, “*Being of a substance able to accomplish the required function under the specified conditions designated to an item within a predetermined period of time*” and “*Having the ability to stably accomplish an anticipated role under a certain set of conditions*” .
- According to the dictionary, “reliability” is “*being capable of being relied on; dependable*” .

The gesture of wanting to make reliable products which the customers can rely on and the method to accomplish as much are important.

At Sanyo Denki, all employees work as one to determine targets relating to functionality, performance, reliability and so on by accurately ascertaining customer needs at the point of receiving orders, carrying out development, design, tests, confirming targets in the utilization stage and then also maintaining them. This is how we have built a reputation of being trustworthy and reliable. We are all too aware that reliability is not something which can be earned easily. Reliability is established from the traditional technologies and know-how (such as development, design, evaluation, production, inspection, operation, etc.) which are an accumulation of the knowledge and experience related to technologies that we have built and maintained over the years. By adding extra value to this traditional technology and know-how, we

increase our reliability further and are finally able to produce products that can be trusted by our customers.

In order to add this “extra value”, each Sanyo Denki employee and department carry out Reliability Management (PDCA) at their respective stages and improve trustworthiness and reliability by repeating this cycle.

Under our corporate philosophy of “For the happiness of people in cooperation with people”, Sanyo Denki has focused on 3 core technology themes and 6 domains since our founding, accumulating technologies and engaging in the development of new technologies and products.

[The 3 Core Technologies]

1. Technology for protecting the global environment,
2. Technology for using new energy sources and saving energy,
3. Technology for protecting people’s health and safety

[6 Domains]

1. Information, 2. Industry, 3. Medical,
4. Home, 5. Environment, 6. Energy

Moreover, important features of reliability technology are as follows:

- (1) Endurance: Hard to break
- (2) Maintainability: Easy to find and fix trouble
- (3) Reliability of people & design: Easy to utilize

Based on these, we are engaged in the development of new technologies and products for each of our San Ace, SANUPS and SANMOTION brands, and we must continue to constantly improve these moving forward into the future.

This journal introduces the “Technologies Improving Reliability” developed by the individual operations departments to date.

Sanyo Denki shall continue promoting the development of new technologies and products in the future and by incorporating the elements of reliability and technologies improving reliability into these developments, we are convinced we will produce even more attractive products, products which customers can use with peace-of-mind, and products which earn the trust of our customers.

We appreciate your understanding and support of our ongoing activities to develop new technologies and products and strengthen our reliability.