
Monozukuri Working Closely with Customers

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SANYO DENKI Group's 8th Mid-term Management Plan, a 5-year plan started in April 2016, marks its final year in 2020.

“Continue to develop world-leading products in terms of quality, performance, and reliability” is one of the main initiatives of this plan.

“Continue to develop” expresses that, rather than merely engaging in product development, we emphasize the element of ceaselessness. To accomplish this initiative, enriching the design environment (both people and equipment) and securing R&D funding are essential. However, SANYO DENKI Group places the greatest emphasis on “Working closely with our customers and listening to their voices.”

We also strongly value working closely with and hearing the views of our subcontractors and business partners who provide us with raw materials and parts. Through mutual factory tours and technology exchanges, we strive to forge relationships that enable us to stay abreast of the latest raw materials and parts technologies, and reflect this in product development in a timely manner.

Furthermore, to offer world-leading products, we do not focus our product development on sales volume. Rather, of the above-mentioned principles of “quality, performance, and reliability,” we give our top priority to quality. This development policy of making quality our top priority helps distinguish our products in various markets.

In this volume of Technical Report, we will introduce the main new products and technologies released in 2019 in “Technical Developments in 2019.”

Cooling Systems products, Power Systems products, and Servo Systems products all incorporate the results of manufacturing (“monozukuri” in Japanese) working closely with customers.

The *San Ace Controller* was developed in response to customers' requests for remote fan monitoring and preventative maintenance via the internet amid the rapid proliferation of IoT. With the fan automatic control function, excessive increase of speed can be prevented, thus significantly contributing to the realization of high energy efficiency and low noise in our customers' equipment.

Due to the frequent occurrence of typhoons, earthquakes, and other natural disasters in recent years, there has been a growing demand for UPSs as backup power supplies for outdoor ICT equipment, such as base stations and remote monitoring devices for disaster management. The *SANUPS NIIB-Li* UPS equipped with lithium-ion batteries was designed to meet customer needs for an outdoor UPS that has a wide operating temperature range and require no battery replacement.

The *SANMOTION K* series is a new product in our lineup of DC servo motors, which have a 60-year long history of monozukuri. This product is an ideal example of our "Continue to develop" principle. In recent years, our products have often been used in precision measurement devices and medical equipment. To improve measurement accuracy, such applications require servo motors to have low speed fluctuation and temperature rise. Furthermore, as such devices are installed in quiet environments close to people, servo motors with low noise are essential. This product satisfies these needs of our customers.

A close look at the market environment reveals turbulent and accelerating change best represented by keywords such as AI, IoT, 5G, labor-saving, and disaster management. These changes are occurring on a global scale. The SANYO DENKI Group will ceaselessly pursue our principle of "monozukuri working with our customers" so we may skillfully handle these changes and contribute to our customers' value creation.