

Incorporating customer feedback

In 2018, we officially announced our “declaration of consumer oriented business” initiative. The entire Showa Sangyo Group is striving to increase customer satisfaction.

We have a customer support center where, in addition to responding to queries and proposals, we also consider the reasons why customers contact us and do our best to get closer to them.



What are the “3 Principles of Safety and Reliability”?

Rule 1: No materials of dubious quality allowed

Procurement of raw materials

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When procuring raw materials, we gain production management information through site visits and communication with producers. We also ensure the safety and quality of raw materials through preliminary sample inspections, admittance inspections, and regular inspections based on our annual plan.



Rule 2: No producing products of dubious quality

Production

Production process management

In order to maintain quality and create products that taste good, we manage the production process based on our agreed-upon standards.



Process inspections

At each stage of the production process, we use equipment such as color sorting machines, metal detectors, and X-ray inspection machines to ensure that there are no foreign substances or defects in the batch.

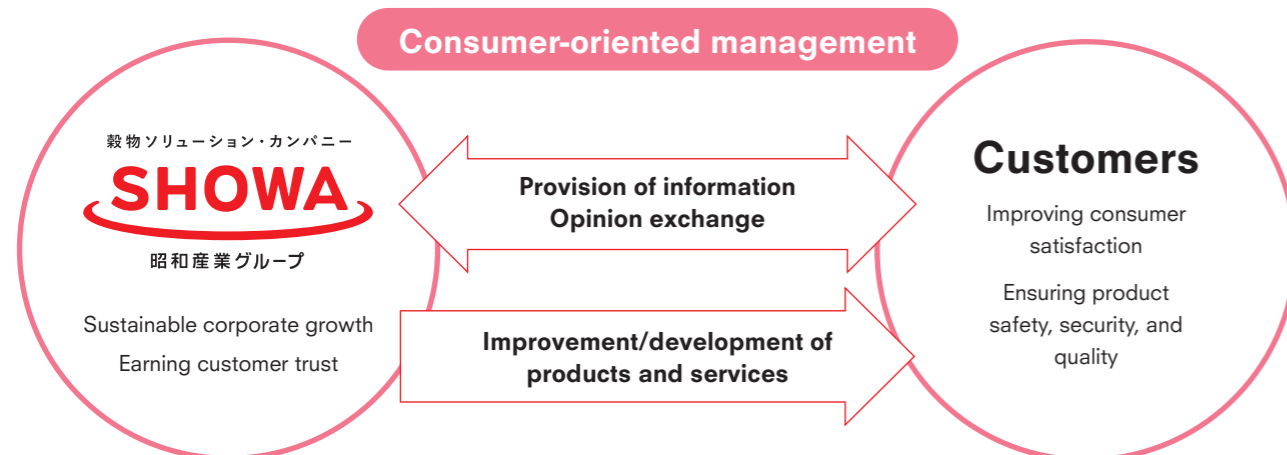


Initiatives for quality

Delivering safe and high-quality products to all of our customers

For the entire process from procurement of raw materials to manufacturing and shipping, Showa Sangyo bases operations on our 3 Principles of Safety and Reliability to deliver safe, secure, and high quality products to the customer.

Additionally, we always pay close attention to customer feedback and incorporate their opinions when developing new products.



Rule 3: No delivering products of dubious quality

Delivery

Ascertaining Delivery Quality

Before shipping the final products, we use physiochemistry analyses and microorganism testing to confirm that they measure up to the agreed-upon standards. We also conduct processing tests depending on what the product will be used for.



Logistics initiatives

In order to deliver safe and secure products to the customer, we regularly confirm the status of our lorries and warehouses from a safety-and-quality perspective. In this way, we strive to improve quality assurance throughout the supply chain.

