

# Relationships with Customers and Suppliers



## Social Requirements

- Increasing importance of product quality and management quality
- Expanse of the reliable and safety needs in the social infrastructure

## The FDK Approach

- FDK Group will take advantage of ecosystems to increase the value of offerings provided together with various partners to enable customers to utilize electric energy in diversified ways.

## Highlights of Relationships with Customers and Suppliers

Number of presentations at exhibitions in FY2018	Number of ISO 9001-certified production sites	Number of IATF16949-certified production sites	Number of ISO 14001-certified production sites
5	9	3	9

## Initiatives supporting Relationships with Customers and Suppliers

As a Smart Energy Partner that assembles advanced technologies, the FDK Group would like our customers to best utilize electric energy in a safe and efficient manner, and it hopes to contribute to the materialization and development of a sustainable society. This vision will help to resolve social issues through the products and services provided by the FDK Group.

**Our offerings enable reliable applications for clean and safe electric energy to corporate and individual users that support people's lifestyles.**

### Basic Concept

The FDK Group strives to build product development, supply and quality assurance systems that help resolve social issues as well as works to promote green procurement based on concepts for continually developing and supplying high-quality, safe, environmentally-friendly batteries and electronic devices able to satisfy customers.

### FDK Group Initiatives

The FDK Group strives to continually provide batteries and electronic devices that use environmentally-friendly materials by complying with environmental laws and regulations to heighten value as a company cultivating the future. As part of its business, FDK Group works to develop products able to provide new added value derived from the distinct technology cultivated in the Battery and Electronic Device Businesses up until now. FDK strives in product development with care to always supply safe, secure, and environmentally-friendly products in demand by customers as well as the market.

### Introduction to FDK customers in FY2019

(Including some FY2018 events)

#### (1) Exhibition at Battery Japan (10th International Rechargeable Battery Expo)

FDK exhibited at Battery Japan held at Tokyo Big Site over three days from February 27 to March 1, 2019. Battery Japan is an international business conference bringing together all the technologies, components, materials, devices, and secondary batteries necessary for the research, development, and manufacture of secondary batteries and capacitors.

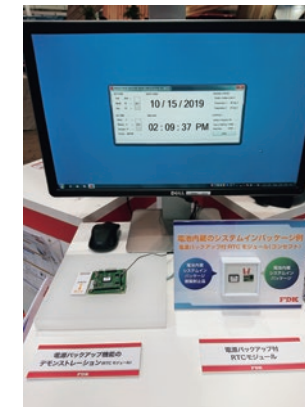


Exhibition Photo 1

We exhibited the FDK power storage system equipped with Ni-MH batteries (in-development), the Ni-MH batteries for in-vehicle, security, medical and back-up power applications, lithium batteries as thin and light as paper and their applications, and all-solid-state SMD batteries that use high-potential cathode materials (reference exhibition).

#### (2) Exhibition at CEATEC 2019

FDK exhibited at the CEATEC 2019 held at Makuhari Messe over four days from October 25 to October 28, 2019. CEATEC is an exhibition that brings together people and technologies to generate business opportunities under a theme of harnessing CPS/IoT and Co-creation across all industries and business categories. FDK exhibited its small all-solid state SMD batteries (reference exhibition), its easy automotive charger dedicated to Ni-MH batteries, and the FUJITSU PremiumS Alkaline Battery.



Exhibition Photo 2



Exhibition Photo 4



Exhibition Photo 3

#### (3) Exhibition at the Mass-Trans Innovation Japan 2019

FDK exhibited at Mass-trans Innovation Japan 2019 (MTI Japan 2019) held at Makuhari Messe over three days from November 27 to November 29, 2019. MTI Japan 2019 is a comprehensive mass transit trade fair for all industries from traffic and railway systems, infrastructure technology and facilities to electric power, transportation, operation management, train cars, interiors, and even travel services.

FDK exhibited its 24-volt DC Ni-MH battery system for safety devices at railway crossings, in-vehicle battery systems to transmit shutdown signals to devices during power outages, built-in 100-volt AC output inverters, battery systems for train station equipment, automatic AA Ni-MH charging and other cutting-edge technologies.



Exhibition Photo 5

#### (4) Exhibition at the 6th Wearable Expo

FDK exhibited at the 6th Wearable Expo held at Tokyo Big Site over three days from February 12 to February 14, 2020.

The Wearable Expo is an exhibition to show off all wearable devices from the latest wearable terminals to application solutions, AR/VR technology, and components and materials for the development of the latest wearable devices.

FDK exhibited its small SoLiCell TM all-solid-state SMD battery using high-potential cathode materials (reference display), its thin lithium batteries and their applications as well as other cutting-edge technologies.



Exhibition Photo 6

**FY2019 Achievements**

**Products**

- **Ni-MH batteries**  
FDK has striven to develop and supply a variety of Ni-MH batteries from products for household electronics to in-vehicle accessories, power back-up systems, and those for mobility and social infrastructure.
- **Alkaline batteries**  
FDK has striven to supply safe and secure alkaline batteries that enhance leakage resistance and long-term storage performance. We also began developing and shipping products in eco-friendly packaging.
- **Lithium batteries**  
FDK has striven to develop and supply products for markets such as smart meters and in-vehicle equipment. We also advanced the development of thin batteries for the wearable device market.

**Electronics**

- FDK has striven to propose and develop smaller and lighter electronics for its customers. We also worked to develop and supply products that use sensing and wireless technologies.
- These efforts also endeavored to develop and supply power supplies for devices with eco-friendly designs.

**Research and development**

- FDK furthered initiatives toward the mass production of small all-solid-state SMD batteries. We also strove to develop high capacity, safe, and highly durable metal-hydride air batteries as another type of next-generation battery.

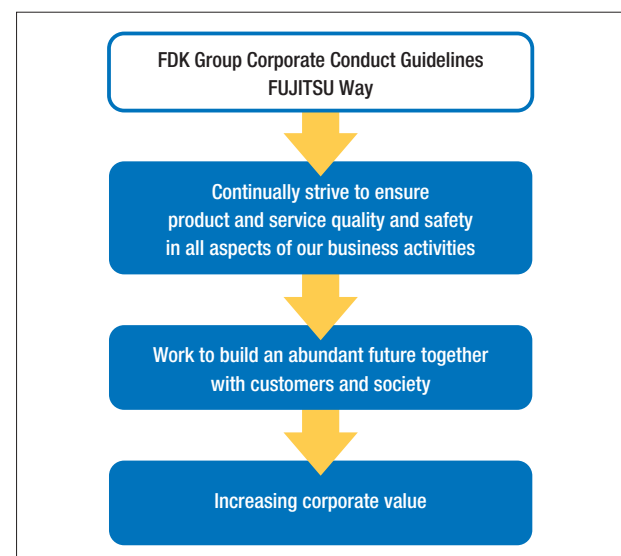
**Development with Considerations for Quality and Safety**  
**FDK Group Quality Policy**

Quality Policy  
"We will provide customers with quality they can rely on."  
Philosophy  
Our mission is to develop and supply high-quality, safe, and environmentally-friendly products that satisfy customers through a basic quality-first approach. The FDK Group knows it must never cause any grave quality issues or violate the laws or regulations of each country worldwide.

Therefore, every department takes customer-oriented actions throughout each step from sales to research, planning, development, design, production and even customer service to provide more precise quality management.

**1. Quality Action Guidelines**

1. We will make quality requests from customers our highest priority and take swift pertinent action to heighten customer satisfaction.



2. We will strengthen fundamental activities in the development stage and incorporate quality, price, delivery, and environmental considerations into production to help prevent quality issues at the production stage, improve profitability, strictly adhere to delivery dates, and improve environmental performance.
3. We will continually enhance risk management throughout various aspects of compliance from product safety to the chemical substances contained in products.
4. We will improve manufacturing to thoroughly reduce any loss of quality, such as process waste and losses from complaints.
5. We will continually improve the quality management system to execute more effective quality management.

**2. Quality Assurance System**

The FDK Group has built a quality management system to achieve the Quality Policy and Quality Action Guidelines and will always undertake quality assurance activities.

**3. Acquisition Status of ISO 9001/IATF 16949**

FDK has built a quality management system and always works to improve its processes. Nine business sites in Japan and overseas have acquired the ISO 9001 certification as of March 2020. Three of these sites have also acquired the IATF 16949 certification.

**4. Quality Assurance Initiatives**

- (1) Quality assurance system  
In order to provide quality products and services that satisfy the function and performance requirements as well as other customer needs, FDK fosters cooperation between management and other various departments. This necessitates the participation of every employee in activities across every process of its corporate activities. FDK has built a quality management system, and will achieve and assure quality able to satisfy customers in each process from product planning to manufacture, shipment and aftercare services.
- (2) Quality assurance promotion system  
FDK engages in collaborative activities linked to those of each business site, including those overseas, across a diverse product line-up.

Quality assurance divisions actively work to share information with all business divisions to drive these activities, formulate quality proposals, escalate responses in the event of problems and quality issues related to compliance, conduct education to nurture human resources, and horizontally share other information such as expertise and examples of defects. FDK has established a Group-wide Quality Management Committees hosted by top management to approach quality management from a Group-wide management perspective.

**Improvement Processes of Actions to Strengthen Quality Assurance**

**1. Strengthen quality assurance activities**

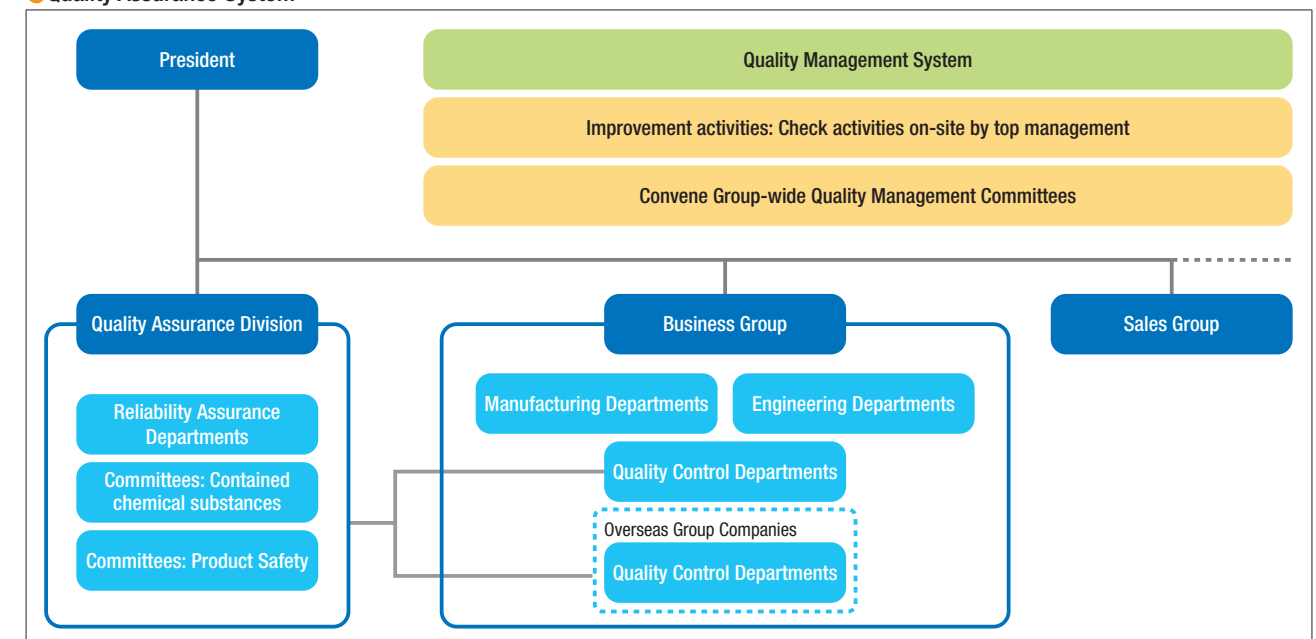
FDK conducts reviews from broad standpoints that involve not only a

single department but all other departments through the entire verification process from product planning to mass production in accordance with quality standards and other regulations while reinforcing greater objectivity in these assessments to realize quality that builds trust with customers, which is the quality policy of the FDK Group.

**2. Green Procurement Initiatives**

The FDK Group contributes to the materialization and development of a more sustainable society by conducting business activities that consider the environmental burden and supply environmentally-friendly products. The FDK Group provides environmentally-friendly products to customers by procuring and using eco-friendly materials based on the FDK Group Green Procurement Standards.

**Quality Assurance System**



**Chart of each quality assurance verification process**

