

# Together with Customers

## Product safety

### Product safety

#### “CMP’s Policy of Consumer Protection”

From the standpoint of consumer protection, CMP always gives consideration to the environment, safety and health not only during the development stage of new products but also for existing products, and develops and improves products and technology which are safe and friendly to mankind with less impact on the global environment.

#### Labels



#### Providing Safety Information on the products

To help customers use the paint products safely, CMP provides warnings and other information in MSDS (Material Safety Data Sheet), product catalogues and on container labels.

#### Responding to GHS

GHS, “Globally Harmonized System of Classification and Labeling of Chemicals” is an internationally agreed system to classify chemicals according to the kind and extent of hazard. Such classified information is displayed on labels for easy understanding and a MSDS is provided. CMP has modified its labeling in conformity with GHS in conjunction with enforcement of the Amended Industrial Safety and Health Law in December 2006, and has issued GHS-compliant MSDS since August 2007. From the aspect of placing a greater emphasis on regulatory compliance, CMP reviews the descriptions of such labels periodically and updates them with new information.

Manual for the maintenance painting (Japanese, English & Chinese version, 165(H)90(W)mm, 64 pages)

Maintenance painting manual is to instruct the basics of safe & proper handlings of CMP products simply together with illustrations.



## Quality Assurance

### Quality Assurance Policy

Maintain the highest product quality and secure the confidence and satisfaction of our customers.

Promote consistent technical innovation and new product development from a global point of view.

Promote an operational standardization, adapted to the environment, within CMP to run the systematic management and business activities.

Under these three policies regarding manufacturing stipulated in CMP's "Basic Management Guideline", each section concerned establishes the quality guideline through ISO 9001 activities and promotes quality assurance activities to comply with the specifications.

### Activities for Quality Assurance

By complying with ISO 9001, and additionally to the company rule, CMP promotes the continuous improvement of the quality management system and its activity.

### Quality Assurance Management System

By aiming at the improvement of customers' satisfaction, CMP runs systems in a way to satisfy the needs of customers all the time. CMP tries to provide products and services which can satisfy customers with the help of our Customer Service Section and by appropriate responses from our staff in charge to opinions or inquiries rendered by customers. Besides, CMP asks customers to give response to "Questionnaires" periodically, then analyzes their answers and utilizes them to improve the customers' satisfaction.

### Outline of the Quality Management System

