



Relationship with Customers

Message from the General Manager of the Sales & Marketing Division



Masamitsu Sumiyoshi
Representative Director,
Senior Managing Executive Officer,
General Manager of Sales &
Marketing Division
RIKEN TECHNOS CORPORATION

The Sales & Marketing Division aims to provide comfort for all living spaces through initiatives with customers.

Our business units—Construction Products Material, Electronic Materials, Automotive, Medical & Consumer Goods, IT & Electronics, and Solution—are striving to provide various values from customer viewpoints in conjunction with the Technical Division, Manufacturing Division, Quality Assurance Division, and Procurement Division. We hope to contribute through our materials to allow people not just in Japan but also overseas to lead enriching lifestyles.

Messages from Officers



Hirofumi Otani
Senior Executive Officer
General Manager of Technical
Division & IT & Electronics
Business Unit
RIKEN TECHNOS
CORPORATION

The Technical Division is creating the next generation in all fields. We are fully utilizing our technologies such as formulations and manufacturing, film production, composite forming, and coating, and actively enhancing cooperative systems with bodies such as universities and others outside the company to create innovative products inspiring our customers at the speed of light. Specifically, we will conduct further optical research into the one and only world's strongest glass film REPTY® DC100 to develop many grades for use in a variety of fields. We will use the characteristics of beautiful, safe, and light to decorate many types of displays, and make future living spaces (cars, IT devices, medical, signages, etc.) comfortable. Furthermore, we aim to contribute to society through epidemic prevention measures by adding antibacterial, antiviral, and insect repelling functions to all our products.



Shunichi Ueyama
Executive Officer,
General Manager of
Compound Planning &
Coordination Department
RIKEN TECHNOS
CORPORATION

The Compound Planning & Coordination Department, in collaboration with four of our business units—Construction Products Materials, Electronic Materials, Automotive, and Medical & Consumer Goods—strives to increase the number of points of contact with customers so it can address their needs quickly and accurately in conjunction with the Technical Division, Manufacturing Division, Quality Assurance Division, and Procurement Division. In addition, we hope to help our customers and society advance by proposing a variety of new products to our customers without missing changes in the market. We will also appropriately follow up with our customers at their overseas sites and use RIKEN TECHNOS GROUP's global network so as to be able to contribute to our customers.



Masato Koizumi
Executive Officer,
General Manager of
Administration Office
& Computer System
Development Department
RIKEN TECHNOS
CORPORATION

The Administration Office strives to be able to meet customer-requested delivery dates for our products. As a member of the Sales & Marketing Division, we are also a section able to directly hear the voices of our customers, as well as contribute toward building an even better relationship between the two through meticulous service. We hope to continue living up to the expectations of our role in coordinating receipt of orders, production, shipping, and delivery in all aspects both within and outside the company. Slightly more than a year has passed since the core system was completed implemented, and operations have started to stabilize. Moving on, we will effectively utilize the system's data to meet the various needs of our customers.



Hitoshi Sugino
Executive Officer
Deputy General Manager of Technical Division & General Manager of R&D Center
RIKEN TECHNOS CORPORATION

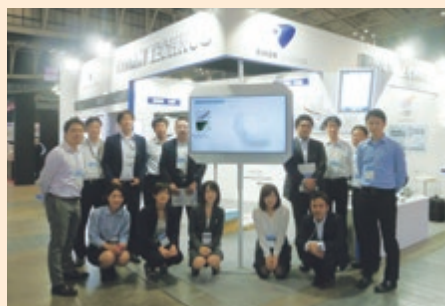
RIKEN TECHNOS's R&D Center is always working to improve quality and strengthen our service system with new perspectives and ideas. We are able to bring undoubted satisfaction to our customers around the world because of our technical development capability nurtured over many years, wealth of knowledge, and accumulated experience. We are pushing ahead every day with development because we think our mission as a global company is to do our best for our customers, and meet the needs of tomorrow while taking into consideration society and the environment.



Masashi Tosaka
Executive Officer
General Manager of Film Planning & Coordination Department
RIKEN TECHNOS CORPORATION

The Film Planning & Coordination Department shares market information from our business units in Japan—Construction Products Materials, Electronic Materials, Automotive, Medical & Consumer Goods, and IT & Electronics—and our overseas sales sites in Europe, the United States, China, and South Korea so as to detect needs and trends in the global market and be able to speedily respond to our customers. We collaborate with the various divisions—Technical, Manufacturing, Quality Assurance, and Procurement—to develop films with high functionality and good designs. We will continue to work hard so that we can provide comfort for all living spaces.

“Automotive Engineering Exposition 2017 Yokohama”



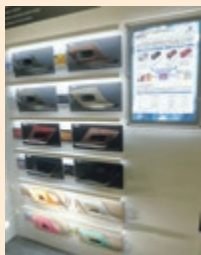
Date: May 24 to 26, 2017
Location: PACIFICO Yokohama

Description of exhibited products

Under the theme “Zealous Compounds Made Through a Concentration of Technologies and Surface Designs Triggering the Five Senses,” RIKEN TECHNOS's exhibits centered on compounds for functional parts and decorative film for interiors and exteriors.



ACTYMER® G elastomer compound
This compound displays excellent rubber characteristics in terms of compression set, heat resistance, and oil resistance. It is easy to mold and can also be recycled for molding.



RIVIC® decorative film for interiors and exteriors
This film improves the designs of automobiles. Many different designs can be expressed not just through wood-grain printing and metallic colors, but also through surface embossing.

“International Woodworking Fair 2016”



Date: August 24 to 27, 2016
Location: Georgia World Congress Center (United States)

Description of exhibited products

RIKEN U.S.A. CORPORATION's participation at the International Woodworking Fair (the largest woodworking exhibition in North America)—which was organized at Atlanta in the state of Georgia, United States—centered on decorative films for furniture. A wide range of products—spanning new to standard ones—were exhibited, including scratch resistant desk top films, matte films, and metallic films for 3D forming.



Product Quality Assurance

Message from the General Manager of the Quality Assurance Division



Michihisa Tasaka
Senior Executive Officer
General Manager of Quality Assurance Division
RIKEN TECHNOS CORPORATION

The activities of the Quality Assurance Division are based on our quality policy, which is always focusing on customers first and quality first to provide highly reliable products and services. We have strengthened the inspection system by the Quality Assurance Division so as to continue and uphold a global supply system able to provide the same RIKEN TECHNOS quality worldwide. With the goal of reaching zero defects and zero industrial accidents through enthusiasm and thoroughness, we improved our ISO 9001 systems through quality audits in our Japanese and overseas consolidated subsidiaries, promoted 5S activities, strengthened hazard prediction training (known as KYT, an abbreviation for *kiken yochi* training), and worked on managing the latest versions of raw materials and product specifications. As a result, we have been able to increase quality awareness of the relevant parties, and achieve high levels of customer satisfaction. Also, we are creating products that are in harmony with the environment while reducing environmentally hazardous substances and waste.

RIKEN TECHNOS uses the ISO 9001 framework. Each production site has a product quality assurance section and carries out thorough quality control over the whole process, from acceptance of raw materials to delivery of products. Additionally, we hold Quality Improvement Committee meetings at each production site and division every month. Among other things, these meetings verify the suitability and other aspects of corrective measures for defects, reconsider measures if necessary, and give instructions for lateral deployment.

Starting from the product development stage, we focus on material designs that can provide stable product quality, and are actively developing new materials and other products that are environmentally friendly in order to satisfy customer requirements.

ISO 9001 (2015) Certification

Registration date: September 14, 1998

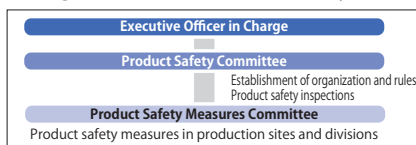
Expiration date: August 30, 2019

Product Development Safety Considerations

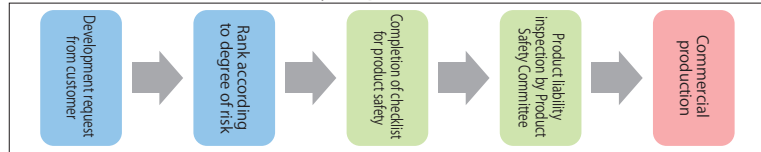
● Handling of Product Liability

Product safety is the responsibility of manufacturers, and we have kept this in mind since RIKEN TECHNOS was established. We have been working to further enhance product safety through measures such as initiating systems to prevent the occurrence of product liabilities, prompted by the Japanese Product Liability Act that became effective in January 1995.

● Organization of Product Safety



● Procedure for Product Safety Inspections



Strict control of chemical substances for safety

● Protection of production lines from contamination by specified chemical substances

Our production lines are designed to prevent contamination by specified chemical substances regulated by directives such as RoHS2*.

* RoHS is a European directive (regulating six substances) put into force in 2006 to restrict the use of hazardous substances in electrical and electronic equipment. RoHS2 (regulating ten substances) was put into force in 2013. This directive was revised in 2015 and the revised version will be put into force in 2019.

● Chemical Substances Management Committee

We have established Chemical Substances Management Guidelines, and we prohibit the use not only of Class I and Class II specified chemical substances as stated by the Act on the Evaluation of Chemical Substances and Regulation of Their Manufacture, etc. (commonly known as the Chemical Substances Control Law), but also chemical substances subject to monitoring. We have also voluntarily reduced the use of chemical substances that should be avoided in terms of occupational safety and health.

Handling of Complaints

In FY2016, to carry out and fully establish modification management, we 1) conducted operational standards revision (time management) and training, and 2) switched from simply responding to issues to taking preventive measures. We also verified adherence to operational standards and continuously monitored corrective measures through the Quality Control Patrol initiative, as well as promoted and strengthened the implementation of the "pointing and calling" procedure. As a result, we had no quality complaints about serious damages brought to our customers.