



Ensuring the Safety and Quality of Our Products and Services

At DNP, we believe it is our responsibility to prioritize safety and quality above all else in the products we manufacture. The basic approach in DNP's safety and quality efforts is to first consider the situation where the product or service is used. Taking the consumer's perspective, we consider the ease of use of our products and make successive improvements.

Number of inter-departmental Frontline Practices Committee meeting participants (worldwide)

Approx. 1,100

FY 2016

TARGETS & RESULTS

Mid-Range Target	In order to meet the expectations of enterprises, consumers and society, carry out inter-departmental activities involving all DNP employees and departments worldwide, maintain and enhance production quality, and create products with the world's highest levels of quality and safety.
FY2016 Targets (Apr. '16-Mar. '17)	<ul style="list-style-type: none"> ● Continue Product Safety Innovation Practices Committee meetings; check and improve operational flow. Enhance product safety management at international manufacturing sites and prevent product accidents. ● Improve product quality management through meetings of the inter-departmental Frontline Practices Committee. ● Strengthen efforts from the development stage to improve quality and safety in new businesses.
FY2016 Results	<ul style="list-style-type: none"> ● Held Product Safety Innovation Practices Committee (four meetings), to verify and improve operational flow. Created English-language product safety training materials for international production locations, and enhanced training by local staff. ● Held inter-departmental Frontline Practices Committee meetings (64 meetings). ● Surveyed all group companies to assess implementation status of design reviews in new business, and shared successful model cases; strengthened process from the development stage.
FY2017 Targets	<ul style="list-style-type: none"> ● Reinforce quality assurance and product safety management structures across the Group, as well as inter-departmental activities to enhance quality and product safety and ensure prevention of major product quality accidents and accidents relating to product safety. ● Continue holding inter-departmental Frontline Practices Committee meetings. ● Through quality system verification, strengthen efforts from the development stage to improve quality and safety in new businesses.

TOPICS Inter-departmental activities to enhance safety, quality, and efficiency

One of DNP's basic policies is to gain the trust of society by providing products and services that combine printing and information technologies to solve social problems, and by maintaining and enhancing the quality of those products and services. As such, DNP is pursuing product- and service-related quality activities in each of its business areas. In addition, we established a department to coordinate such activities across the entire Group, and to prevent the occurrence of major accidents, we are promoting reinforced design management and quality enhancement activities to prevent recurrence. Sharing successful model cases relating to production processes is a key aspect of inter-departmental quality enhancement activities. Through the implementation of effective methods from other business areas within the Group, overall manufacturing safety and product quality is enhanced. Furthermore, manufacturing specialists from other business areas serve as members on Frontline Practices Committees, which develop improvement measures in each factory through actual use of machinery. This inter-departmental approach facilitates improvements from a wider base of expertise and is proving highly effective. In FY2016, approximately 1,100 people from 190 company units served on these committees. Moreover, employees are engaged in unit-specific, independent e-learning to enhance their understanding and awareness of product safety and product liability. During FY2016, 22,788 employees completed at least one of these courses.

TARGETS & RESULTS

Mid-Range Target	Recognize network security risks and take proper measures.
FY2016 Targets (Apr. '16-Mar. '17)	Raise the level of understanding and training with respect to network security measures.
FY2016 Results	<ul style="list-style-type: none"> ● Held three internal training courses. ● Served as member, Nippon CSIRT* Association.
FY2017 Targets	Raise level of understanding and training with respect to network security measures.

* CSIRT: Computer Security Incident Response Team

TOPICS Strengthening cyber security measures

As attacks on computer networks become more sophisticated and complex, conventional responses in which the threat is prevented from gaining entry to the network, are becoming inadequate. At DNP, our security solutions provide multilevel protection, including inbound measures to cover the vulnerability of conventional PCs and guard against viruses and other threats; internal measures, which limit the scope of damage if the network is breached; and outbound measures, which prevent improper movement of information outside the network. DNP practices Security By Design, with security features incorporated from the system development stage, and regularly monitors in-use systems for vulnerabilities. In this and other ways, we are constantly prepared to deal with new threats. We are also working to educate our employees, including inviting them to participate in educational programs covering defense against cyber attacks, at our group company Cyber Knowledge Academy. In addition, DNP is a member of the Nippon CSIRT Association, which facilitates information sharing and collaboration across enterprise boundaries. Through these activities, we will undertake to further reinforce our security, detect incidents immediately, and respond rapidly to meet the escalating threat of cyber attacks.



Ensuring Information Security

Ensuring information security and protecting personal information are becoming increasingly important. At DNP, we handle a large volume of personal information and other information assets. As such, managing and protecting information assets is a critical theme, and can be considered our social responsibility. DNP has positioned information security as one of our most important management issues, and we are working to strengthen our structures and train our employees.

Internal training courses on network security held

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