

Product Safety and Quality

Performance Indicators to Monitor the Achievement of the Medium- to Long-Term Vision and FY2020 Results

Performance indicators	Targets	FY2020 results
(1) Number of serious accidents* caused by our products * Including cases where a defect in our products jeopardizes the user's life, causes serious bodily harm or inflicts serious damage on the user's property (other than the product itself)	(1) Achieve zero accidents.	(1) Zero accidents
(2) Percentage of newly developed products undergoing product safety and risk assessment	(2) Achieve 100%.	(2) 100% (350 products)

Initiatives for Creating New Value

In developing and providing new value that solves social issues and meets people's expectations, the most important thing is to ensure the safety and security of people using DNP's products and services. Under this belief, we have been focusing on increasing the quality and safety of our products and services.

Specifically, we conduct quality and safety risk assessment when designing a product or service and devise measures according to the level of risk identified. These measures are discussed and determined at the Quality Assurance and Product Safety Committee of the responsible business units and reviewed at the Quality Assurance and Product Safety Committee within the head office. We also perform tests and evaluations on durability by using

actual equipment and assuming people's actual usage environment and conditions, and utilize the results for quality and safety improvement.

Believing that ensuring product safety, in particular, requires continuous efforts, DNP performs a safety risk check on all families of products and services twice a year, in addition to a check conducted during development. In case risk check results entail a change of design or an improvement in technology in order to further ensure safety, we respond swiftly, compile details of such a change and improvement into a document to use it as our product safety standards and ensure thorough implementation of these standards on an ongoing basis.

● Examples of key new products and services in FY2020



AI-guided Hand Washing Service, for which we repeated a design evaluation of the system's waterproof performance and measures against heat generation and achieved the optimum trade-off performance.



DNP ultra-low reflection face shield (left), for which we assessed durability against alcohol disinfectants, ultraviolet rays blocking rate and degree of damage when dropped

Initiatives to Maintain Quality under the New Normal

DNP has always endeavored to enforce legal compliance and ensure quality and safety and implements sufficient risk management in order to prevent serious accidents from occurring. More recently, we have been undertaking a variety of initiatives to prevent COVID-19 while working to maintain the quality of our products and services, placing our highest priority on the health and safety of employees and their families. As an example, we reexamined our

existing work processes and focused on promoting the proactive use of electronic tools, accepting non-face-to-face or remote quality checks and external audits and dispersing close contact operations.

DNP will always maintain the perspective of consumers and strive to provide products and services with high levels of quality and safety.