

Manufacturing Capability



We are working to provide manufacturing that meets customers' needs, leveraging industry-leading R&D systems and manufacturing facilities

Quality Control

The UACJ Group has set up quality control groups at each business: flat-rolled products, extrusion, foil, casting and forging, copper tubing, and precision-machined components. The heads of each organization are working with the Technology Department to create systems that promote quality control activities. We set yearly quality control policies for the Group as a whole, and based on those policies, we have clarified product quality goals and key issues that need to be addressed. In this way, we are rolling out measures to improve product quality. In fiscal 2016, as the result of initiatives to address key issues, there were fewer claims and complaints.

UACJ and individual Group companies have received international certification for quality management systems, and we practice quality control in accordance with the certification requirements. For those Group companies that have not yet received certification, the Technology Department is supporting their management in line with the requirements for international certification.



Improving Customer Satisfaction

The UACJ Group places importance on customer communication, and increasing customer satisfaction is part of the Management Philosophy and Basic Quality Policy. We regularly conduct a customer satisfaction survey as well as hold meetings with our customers to directly hear their opinions and requests. Claims from customers are shared within the Group to prevent the occurrence of similar incidents. In addition, through the "Contact Us" page on our website we receive technical questions from customers in Japan and overseas, to which we swiftly and accurately respond, while also incorporating this feedback into new product development.



Stable Supply

UACJ is formulating business continuity plans (BCPs) to enable continued provision of products and services or to ensure that operations recover quickly in the case of an emergency, such as a large earthquake or the outbreak of a new influenza virus. We are creating a system to reduce the damage by preventing secondary damage and to engage in recovery as soon as possible. This involves setting up an emergency contact network and implementing the Employee Safety Check System, in order to understand the extent of the damage at the affected sites, secure the necessary personnel, and provide support and disaster relief as soon as possible.