

“Made by HITACHI” at all the plants and factories throughout the world

Our group has implemented a strict quality assurance system to ensure that products manufactured at any plant or factory in the world are of identical quality, with the slogan “Made by HITACHI”.

Global quality assurance division manager meeting held at Hitachi Construction Machinery Indonesia

Our group holds a global quality assurance manager meeting for exchange of information relating to quality twice a year. Group companies in Japan have been holding these meetings for many years to raise staff awareness of global quality assurance activities. In fiscal 2007, to raise the awareness of staff of group companies all over the world, the meeting was held outside Japan for the first time, at Hitachi Construction Machinery Indonesia, in February 2008. Attendees exchanged information on how to rate global components and on external appearance quality standards.



Global quality assurance division manager meeting at Hitachi Construction Machinery Indonesia

Toward regular “quality gleaning” at group companies

In quality gleaning, similar to the scene depicted in the painting Gleaning by the artist Millet, accidents, faults or errors for which steps have already been taken are further reviewed to remove latent causes and to perfectly prevent reoccurrences. In fiscal 2007, we conducted quality gleaning at five business establishments in Japan (including Tsuchiura Works, the mother plant), and at three business establishments outside Japan. We prepared written procedures of

quality gleaning to enable every group company to conduct quality gleaning once a year. In fiscal 2008, we will disseminate the procedures, and from fiscal 2009 all group companies will conduct quality gleaning once a year by themselves.

Global production checks

We implemented global production checks to raise the technical levels of welding, machining, assembling, coating, quality management, etc. Group companies checked must manufacture in accordance with written guidance which instructs improvements. Deere Hitachi Construction Machinery, which steadily made improvements based on the guidance, now has a technical level even higher than that of Tsuchiura Works, the mother plant. Hitachi Construction Machinery Indonesia has also made significant improvements.



Quality Assurance Team, Deere Hitachi Construction Machinery
We held weekly meetings to specify points requiring improvements based on the results of the global production checks. We raised quality by training workers in required areas.

PS committee activities for all group companies

The PS committee (public safety committee) monitors product safety, which is the most important issue for all group companies. The committee meets quarterly to discuss major accidents, and checks PS at group companies. In fiscal 2007, we performed PS checks at Hitachi Construction Machinery Tierra, Hitachi Construction Machinery Camino, Hitachi Construction Machinery (China), and Hitachi Construction Machinery Indonesia.

Promotion of quality assurance at Urahoro Test Site Quality Assurance Center

In 1990, we established Urahoro Test Site Quality Assurance Center in Urahoro-cho, which is about 50km east of Obihiro. At the testing site, which covers an area of 427ha, we perform durability tests for excavation and traveling, performance tests including low temperature performance, unit durability tests, etc., for quality assurance in collaboration with local civil engineering companies. About 2,000 employees from our group visit every year because the testing site is also used for product demonstration and research and development. In July 2007, we held the second Hitachi Construction Machinery Festival to promote relationships with local residents.



Durability test



Demonstration of dump trucks at Hitachi Construction Machinery Festival



Mr. Maezawa, Urahoro Test Site Quality Assurance Center manager
We test hydraulic excavators and other various machines in the depth of nature where we can see deer and foxes. Although we will be busy testing models to meet the Tier 4 exhaust emission regulations, we operate the testing site, building relationships with the community by holding the Hitachi Construction Machinery Festival, etc.

Improvements in quality assurance system

In March 2007, we started the operation of a quality assurance system called HQA (Hitachi Quality Assurance System). The system can quickly output product incident rates, lists of incidents, details of incidents, statistical load conditions, etc. In fiscal 2007, we improved the system program and manual to increase ease of use and to add a detailed analysis function. We also added the information of machines supplied by dealers in Europe to enhance machine operation data. Now incident analyses of ZAXIS-3 models outside Japan are accurate, and we can respond to incidents more quickly than before.

Ensuring product quality and safety through recalls

Even though our group designs and manufactures products with the greatest possible care to ensure

quality and safety, some failures caused by design or production may appear after sale. In the case that such failure does or may violate the Road Trucking Vehicle Law, our group will recall the relevant vehicles, report the recall to the Ministry of Land, Infrastructure, Transport and Tourism, and repair the vehicles free of charge. Our group endeavored to maintain quality and safety of products by reporting six occasions of recalls in fiscal 2007.

Skills contest at Hitachi Construction Machinery (China)

The 4th international skills contest was held at Hitachi Construction Machinery (China) in October 2007. Improving employee skill levels is one of the most important factors in maintaining high quality. To raise awareness internationally, the international skills contest was held outside Japan for the first time. Twenty-three employees from 16 business establishments in Japan and outside Japan showed off their welding skills at a competition site with “創(Soh) 2010 — for the new stage” written on a banner. Two contestants from Hitachi Construction Machinery (China) won with the same number of points. The contest provided a good opportunity for more than a hundred guests from various countries, including a secretary of Hefei, to understand the basic concept of “Made by Hitachi” and our group human resource development.



Skills contest



Mr. Dazai, a chairman and two winners, Ms. Ping ZHANG (right) and Mr. Yue Zheng TAO (left)
We are so pleased to win the contest with the same number of points. We are grateful to our managers and senior colleagues who taught us welding. The contest has helped us to understand the importance of skill. We will contribute to the development of Hitachi Construction Machinery (China) by teaching our skill to our colleagues and younger workers and by working hard with colleagues.

