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We will offer products and services of the best quality.

We will work to fulfill the Group's corporate mission by offering superior products and finely tuned services, so as to earn full customer satisfaction.

- To Deliver the Best Products
- Relationships with Customers
- Eco-friendly Products and Technologies

To Deliver the Best Products

The Mitsubishi Rayon Group is working to ensure the safety of its products and enhance their quality. The Group is also advancing its efforts to build sound transactional relationships with its business partners under the CSR Procurement Policies.

Basic Policy on Safety of Product

The Mitsubishi Rayon Group has established the basic management policy of providing safe products that are reliable and satisfactory from our customers' perspective.

Established in 1995

Specific code of conduct for providing safe products

- With regard to safety of product, we will develop, design, manufacture and assess products using safety technologies and safety assessment technologies of the highest level applicable at each point in time.
- With regard to the development, design and manufacture of products, we will set the highest priority to ensuring the appropriate level of safety.
- We will provide products whose safety can be guaranteed from the time of shipment through the end of their lifecycle.
- We will comply with laws, regulations and institution, and voluntary industry standards on product safety at each product stage, including development, design, manufacture, sales, use, distribution and disposal.
- With regard to products for export, we will comply with laws and regulations on product safety in the relevant countries and regions.

CSR Procurement (refer to the lists at the right)

We, the Mitsubishi Rayon Group, will act on the basic policy of fair trade practices. We will establish the CSR Procurement Policies to contribute to a better future and realize a sustainable society. We will advance our efforts to build sound transactional relationships by securing the cooperation of our business partners.

Basic Policy on Quality Management

To manufacture and supply products that satisfy customers and meet their requirements, the Mitsubishi Rayon Group has established its Safety, Environmental and Quality Management Regulations. The Group takes a thorough approach to quality management through promoting cooperation between the relevant departments, and does its utmost to ensure quality both effectively and economically, thereby achieving its goal of quality assurance.

Established in 1984

Establishment of Quality Management Committees

The Mitsubishi Rayon Group has established a committee for each stage of quality management at Head Office, production centers and manufacturing plants, and seeks to raise quality through process quality management, discussion of quality issues and measures to resolve any issues.

Items for quality assurance

- ① Management of raw materials, parts, etc.
- ② Management of manufacturing drawings for products, quality standards, etc.
- ③ Management of manufacturing processes, manufacturing facilities, etc.
- ④ Management of subcontractors
- ⑤ Management of inspections, tests and measuring and test equipment
- ⑥ Management of encasement, packaging, labels, warehouse arrivals, storage and shipments
- ⑦ Quality records and audits
- ⑧ Processing non-compliant products and handling complaints



CSR Procurement Policies

1. Compliance with laws and social standards
2. Securing the ecological soundness and safety of products purchased
3. Respect for human rights and improvement to working conditions
4. Development of partnerships
5. Requests for business partners
 - ① Compliance with laws and social standards
 - ② Provision of products and services whose ecological soundness and safety have been ensured
 - ③ Initiatives for raising respect for human rights and improving working conditions
 - ④ Provision of satisfactory quality and prices, reliable delivery periods and timely information

Established in March 2008

1 We will comply with all laws and regulations, and act in line with our Corporate Ethics Policy.

2 We will take positive steps to ensure safe business operations, and to contribute to the preservation of the environment.

3 We will offer products and services of the best quality.

4 We will work constantly to maintain a harmonious relationship with society.

5 We value each individual employee.

Relationships with Customers

The Mitsubishi Rayon Group is endeavoring to communicate with more customers through events and exhibitions.

Participation in Exhibitions

The Mitsubishi Rayon Group is working to initiate direct dialog with more customers by proactively taking part in exhibitions. To provide a greater level of customer satisfaction with regard to products and services, the Group reflects feedback from customer in its initiatives in the areas of product safety and quality improvement.

●Japan Fair in Guangzhou (MRC Shanghai Business Consulting)

MRC Shanghai Business Consulting gave a presentation at the fair, which was the largest exhibition held by the Japanese government overseas*1. Concerns regarding environmental issues are rising rapidly in China. Many visitors to the fair showed interest in our water treatment membrane "STERAPORE".



●China Composite Show ("PYROFIL" Department)

China Composite Show is one of the largest composite material exhibitions in China. Sales of our carbon fiber products have been increasing rapidly in the Chinese market in recent years. Many people visited our booth during the show, which allowed us to promote Mitsubishi Rayon as a carbon fiber manufacturer.



●6th International Bio Expo and Hi/S-tec Japan 2007 (Research & Development Administration Department)

The Research & Development Administration Department exhibited the fiber-type DNA chip "GENOPAL" at the 6th International Bio Expo and Hi/S-tec Japan 2007. At Hi/S-tec Japan, the Department explained how to use the new DNA chip as an evaluation tool for functional foods having alleviation efficacy of allergies, and introduced the potential of "GENOPAL" in the food field.



●Chinaplas® 2007 ("METABLEN" Department)

The "METABLEN" Department displayed the polymer additive "METABLEN" at Chinaplas® 2007 held in Shanghai, China. To reflect the needs of the Chinese market, which is experiencing remarkable growth in new product development, the Department will introduce the potential of additives for automobile resin materials at the next opportunity.



Topics

"CLEANSUI" preview (MRC Home Products)

"CLEANSUI" water purifiers are used regularly by many people. MRC Home Products introduces new additions to the "CLEANSUI" lineup at a product preview held every year in Tokyo.



Venue for "CLEANSUI" 2008



Ecology with "CLEANSUI"

Mitsuhiro Taya

MRC Home Products Co., Ltd.
Advertising Group

In fiscal 2007, we appealed for ecological and environmental consideration. "CLEANSUI" purifiers enable users to reduce waste significantly compared with people who buy water in PET bottles. We invite you to enjoy safe, fresh-tasting water from our eco-friendly water purifiers "CLEANSUI".



Exhibition comparing waste volumes associated with "CLEANSUI" and PET bottle use

*1 Japan Fair in Guangzhou

Japan Fair in Guangzhou was one of the largest overseas exhibitions participated in or held by the Japan External Trade Organization (JETRO).

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Eco-Friendly Products and Technologies

The Mitsubishi Rayon Group contributes to the global environment with its eco-friendly products and technologies.



Water Treatment Technologies

The Mitsubishi Rayon Group undertakes water purification and industrial water and sewerage treatment using MF membranes (microfiltration membranes).

Raising water recycling to a higher level has become a global issue amid worldwide concerns over water shortage in recent years. High expectations are now held for sewerage treatment and seawater desalination using membranes. Mitsubishi Rayon uses hollow fiber membrane technology in two base materials, polyethylene and polyvinylidene-fluoride. This technology is characterized by high-efficiency filtration through microscopic holes



Hollow fiber membrane filter "STERAPORE"



Magnified view of the hollow fiber membrane surface

formed on the walls of the hollow fiber.

The hollow fiber membrane filter "STERAPORE" uses this technology to achieve the solid-liquid separation of activated sludge during sewerage treatment (MBR), in addition to various types of water treatment, including industrial water filtration.

Applying this technology to its "CLEANSUI" series as well, the Mitsubishi Rayon Group offers a wide variety of "CLEANSUI" water purification.

We provide good tasting water using safe materials.



"CLEANSUI" water purifier for home use



Carbon Fibers

Developing lightweight, fuel-efficient products is one of the major issues that we must overcome to achieve a low carbon society.

Dubbed "stronger than steel and lighter than aluminum," carbon fibers are promising materials, that are attracting attention in this field. Composite materials blending carbon fibers and resins are under the spotlight as base materials for auto bodies. Carbon fibers are also finding a broad range of industrial applications, including large sails for wind-power generation, expressway reinforcement and compressed natural gas (CNG) tanks.



Carbon fiber cloth



Large wind-power generation facility (reference photograph)



Recycling Technologies

As the leading acrylic resin manufacturer, Mitsubishi Rayon is working to develop industrial technologies for the chemical recycling of used acrylic resins discharged not only by Mitsubishi Rayon, but by the entire market.

[» See page 28 for details.](#)



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