

Customer relations

The YKK Group endeavors to be an enterprise that listens to the voices of our customers as it continues to develop high quality products. With our unique creativity and recognized technology, we try to provide the most advanced amenities for individuals and society.

○ How we think about our customers

We consider our consumers and product users to be our most important appraisers. We sincerely listen to customer opinions because we always put their satisfaction first.

Customer opinions provide indispensable contributions to product development, quality improvement, and other aspects of our business activities.

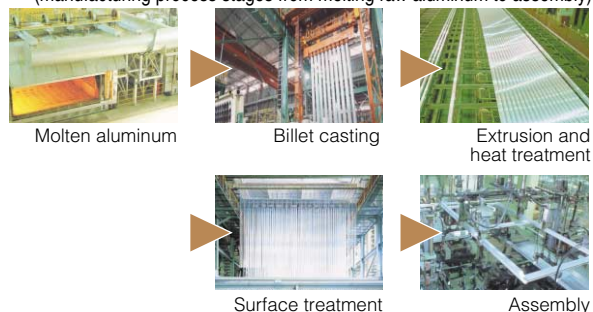


○ How we think about quality

In order to provide customers with the highest quality and guarantee that quality, the YKK Group operates a comprehensive production system that includes all steps from material acquisition to manufacturing.

In addition, we are always striving to improve our products and services so that our customers will continue to use and hold high opinions of them.

◆ Comprehensive production system for architectural materials (manufacturing process stages from melting raw aluminum to assembly)

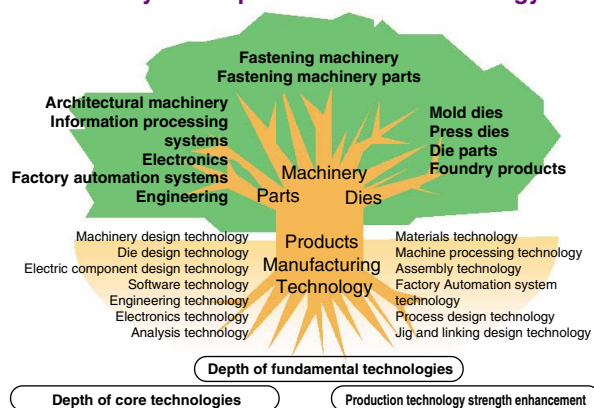


○ Unified global quality standards

In order to provide our customers with products worthy of the YKK brand name, the YKK Group has implemented unified quality and quality evaluation standards. We are also following ISO 9001 methods in conducting kaizen, continuous reform, while providing products of the same stable quality in every part of the world.

We develop our own high precision machinery within the company and provide it to YKK Group members in order to achieve these objectives.

Machinery development division technology tree



○ Product Liability

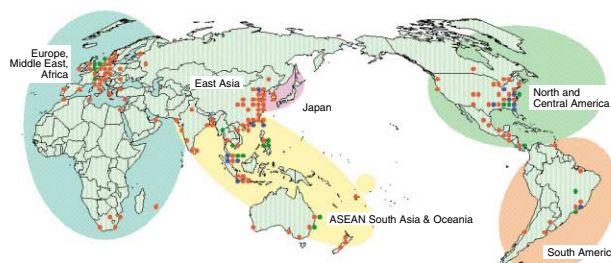
In accord with the duty that the YKK Group has to society as an enterprise, our fundamental directive is to provide consumers and users with safe products. The YKK Group Product Liability Committee was established to promote comprehensive policies for this purpose.

Within the Product Liability Committee, sub-committees have also been created for every business area - fastening, machinery and architectural products - that undertake proactive product liability efforts in close cooperation with our companies abroad.

For YKK Group employees, product liability is . . .

Contributing to society through work as one employee by providing products that customers can use safely and with a sense of security.

YKK Group global extent



Overseas product liability coordinating companies	
YKK Corporation of America (North America Coordinator)	YKK Do Brasil Ltda. (South America Coordinator)
YKK Mediterraneo S.P.A (Europe, Middle East and Africa Coordinator)	YKK India Private Limited (Asia, South Asia and Oceania Coordinator)
Shanghai YKK Zipper Co., Ltd. (East Asia Coordinator)	