

The YKK Group listens to the opinions of our customers and constantly seeks to provide the high-quality products they demand by using our unique creativity and proven technological abilities. We seek to be an enterprise that always delivers products that promote the highest level of comfort for society and individual lifestyles.



Quality assurance structure

**How we think about our customers:** We consider every consumer to be a person with a unique lifestyle who can evaluate our products. We listen to the opinions of our customers at face value and always make customer satisfaction our top priority.

Customer opinions, which are promptly transmitted to the relevant divisions, are valuable in improving product development, product quality and other enterprise activities.



In-house production of various parts starts with their dies

**How we think about quality:** In order to provide and guarantee the highest quality to our customers, the YKK Group continues to be committed to our total vertically integrated manufacturing system. From raw materials to final production, we undertake every stage of manufacturing, including the development of our own production equipment, even though most manufacturers would procure this from outside sources.

At the beginning of the 1950s, we developed our own fastener manufacturing machinery, ending our total reliance on imported products from the United States. Since then we have devised and developed a variety of production machinery so that now all of our technology related to manufacturing, from dies to computer systems, are made in house.



The same fastening machine models developed in-house are used by every YKK business worldwide

In addition, we seek to maintain a global standard for all of our customers around the world. In order to do this, we are endeavoring to develop production lines that will lead to the creation of consistent global-class quality and are distinguished by the guiding concept of "one world, same technology, same machinery, same quality."

**Product Liability (PL):** When a product has something wrong and causes damage or injury, civil law regulations require three things to be proved – that a human injury or material damage occurred, that there is a cause and effect relationship between that damage and the purported cause, and that the occurrence of damage was intentional or due to negligence.

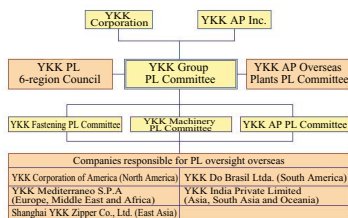
However, the Japanese Product Liability Act (put into effect in July 1995) rules made it possible for a user to prove merely that the product has a defect in order to seek reparations from a manufacturer, making it easier to hold them liable.

One of the fundamental principles of the YKK Group is to provide consumers and users with even safer products. The YKK Group established the Product Liability Committee to promote PL measures holistically and to fulfill this duty to society as an enterprise.

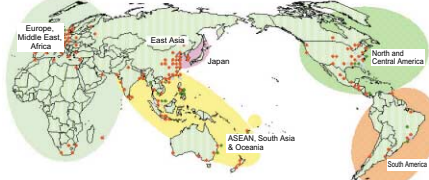
Within this committee, we have also established YKK product liability subcommittees for fastening, machinery and architectural products. These committees work tightly on a global level with our overseas companies in a six-region global structure to promote product liability countermeasures actively in every aspect of our businesses.

What does product liability mean to YKK Group employees?

Through the efforts of each employee, "We provide our customers with products that they can use safely and with a sense of security."



YKK Group product liability committee organization



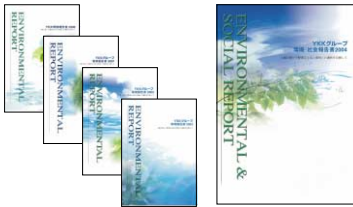
YKK Group product liability six-region global structure

## Relationships with our customers

Through strong communication with our customers, the YKK Group strives to increase mutual understanding and advance future business activities.

### Personal Information Help Desk (in Japanese)

Tel: +81-3-3864-2119 Hours: 9:00 AM – 5:30 PM weekdays



**Protection of personal information:** The YKK Group believes the customer and business partner data that we use in our business is valuable information that must be protected for the personal privacy of individuals. We adhere to all standards set by laws and regulations related to the protection of personal information. We are also developing our own rules and systems in consideration of international trends as part of our efforts to protect personal information, which is one of our important duties as a business.

### Provision of information through Environmental and Social Reports and our web site:

Since 2000, we have been publishing an environmental report every year. In 2004, we changed the name to the Environmental and Social Report and added activities on behalf of society to the contents of the information that we make public. Since these reports are available on our web site, past editions are also available to the public.

<http://www.ykk.com/english/corporate/eco/index.html> (in English)

<http://www.ykk.co.jp/japanese/corporate/eco/index.html> (in Japanese)



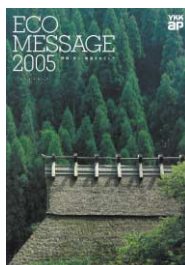
**Participation in Eco-Products Exhibition 2004:** Eco-Products Exhibition 2004, sponsored by the Japan Environmental Management Association for Industry and the Nihon Keizai Shimbun, Inc. with the theme, "ecological lifestyles for the earth and ourselves," is the largest general environmental exhibition in Japan. The YKK Group exhibited environmentally friendly products that are useful for society and individual lifestyles at this event to show one aspect of our eco-products vision. We introduced the energy conservation and recyclability features of our products to many visitors in a quiz format.

We also explained to elementary, junior high and high school students in a tour format how the use of eco-products can reduce environmental impacts.



**Participation in China International Housing Industry Exhibition:** The 4th China International Housing Industry Exhibition, sponsored by the Ministry of Construction of the People's Republic of China was held in Beijing from July 1–4, 2004 at the China International Exhibition Center. YKK AP presented a booth on the theme of designing and providing products with a total quality management system used from conception to construction.

In addition to exhibiting a range of products with functions and designs suitable for enhancing comfort in the diverse hot and cold regions of China, we gave demonstrations to allow visitors to observe the high quality of our products.



**Eco Clover environmental label product publications:** In addition to our Clover Mark environmental label, which is in accordance with self-declared environmental label standards (ISO 14021), we established the Eco Clover mark for products that comply with even higher in-house standards than our earlier eco-products. We also published a pamphlet, an Introduction to Eco-Products and Eco Message, an eco-products information magazine.

**YKK: good for people and the earth**

At our main business centers, we hold business explanation conferences to promote communication with YKK and explain our company operation conditions to local residents, government agents, elected officials and other concerned parties once per year.