

Quality Policy

【Philosophy】

TERATEC LTD. believes that the quality of our providing services, Lifecycle Services and Engineering Services, is assured by “People”. Therefore, we develop our competence. As a result, we enhance customer satisfaction and contribute to safe and secure society according to our management philosophy “Customer First”.

【Policies】

We establish Quality Policies as follows in order to enhance customer satisfaction and contribute to safe and secure society. Moreover, we implement a quality management system based on International Standard and continually improve its effectiveness.

1. To build up our quality management system based on ISO9001 and to consistently provide products and services that meet the requirements of customer, interested parties and applicable statutory laws and regulations.
2. To establish the quality objectives according to Quality Policies with risk-based thinking and to implement what are planned, being aware of quality objectives in all departments.
3. To take action to customer complaints as our first priority according to “Customer First”, and furthermore, to take corrective action and preventive action.
4. To ensure that we all are competent on the basis of appropriate education, training and experience in our belief that the providing service quality is assured by “People”. As a result, to improve our ability for Quality Assurance.

April 1, 2025

Teruyuki Tataki, President

TERATEC LTD.