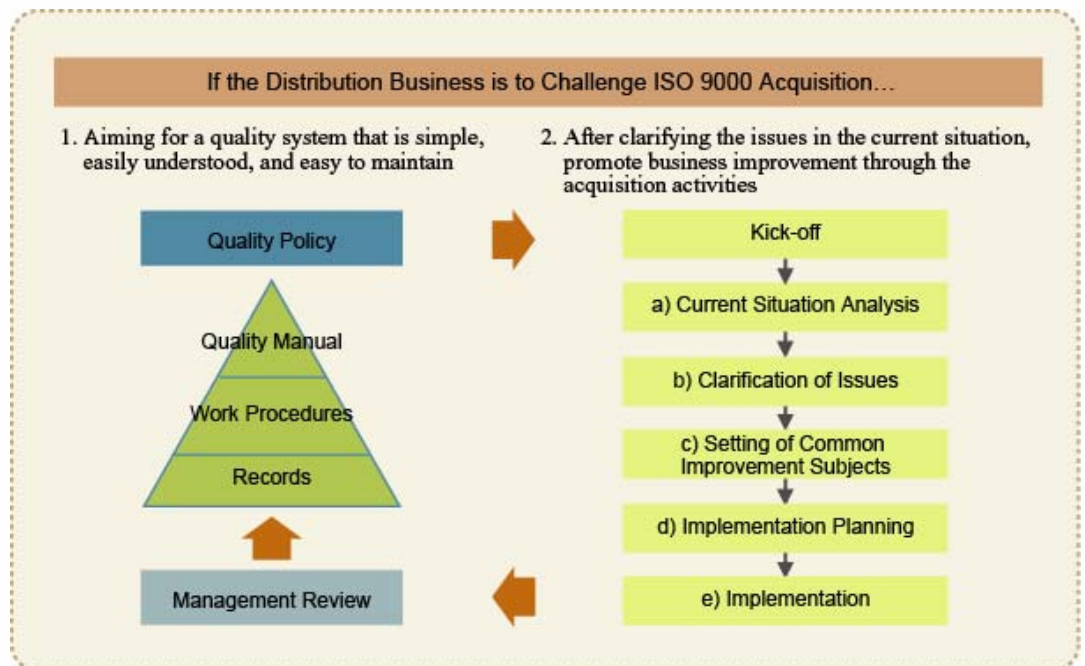


■ Critical Issues

1. We want to introduce ISO 9000, improve our distribution service, and have quality improvement activities adopted in the company
2. Through ISO certification acquisition activities, we want to implement both worksite improvement and process improvement activities in the company.
3. We would like to acquire ISO certification without placing too much load on our managers and worksite supervisors.
4. We'd like to introduce a quality system that is simple, easily understood, and matches the business characteristics of the distribution industry.

■ JMAC Concept

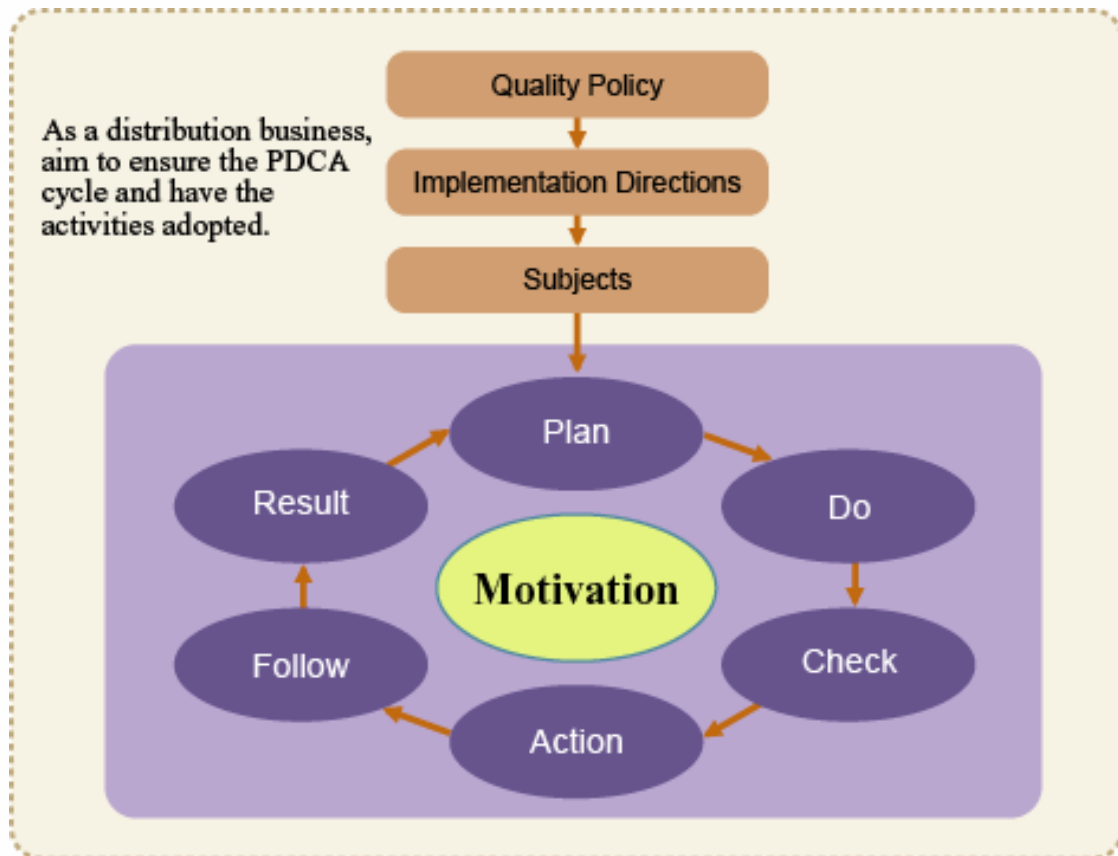
■ Concept of the JMAC ISO Acquisition Program for Logistics Service Providers





JMAC Features

Features of the JMAC ISO Acquisition Program for Logistics Service Providers



Results

- Through the ISO acquisition activities, quality improvements were thoroughly implemented and large reductions were achieved in the rates of mistaken shipments and claims. (Stationery and sundries delivery center)
- Business improvement activities were implemented as a part of the ISO acquisition activities, and due to the improvement of business productivity, overtime was dramatically reduced (housing construction machinery distribution center)
- Due to the introduction and adoption of the PDCA cycle, site productivity improvement was planned, supporting the reduction of personnel in the busiest periods. (Pet supplies distribution center)