

Tokushu Tokai Paper Group Quality Charter

Basic Philosophy

The Tokushu Tokai Paper Group pursues and develops its corporate activities with a firm commitment to maximizing customer satisfaction, with meticulous attention to “technology and quality,” based on a “quality first approach” to work, and a desire to win the trust of both customers and the local community.

Basic Policies

1. To deliver appealing products, with meticulous attention to “technology and quality”
2. As a unique corporate group, to continually pursue improvements not just in product quality, but also in the safety and efficiency of manufacturing processes, and in sales, purchasing, research and development, and all other tasks
3. To communicate actively with customers, to ensure their demands and desires are satisfied and to earn their trust, and also to identify new needs and demands
4. To strive for quality improvement, making use of the individual strengths of each and every employee
5. To comply strictly with all applicable laws and regulations in delivering products to satisfy the needs and demands of customers

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Yuji Matsuda
President & Chief Executive Officer
TOKUSHU TOKAI PAPER CO., LTD.