

Assurance of Product Safety

Performance

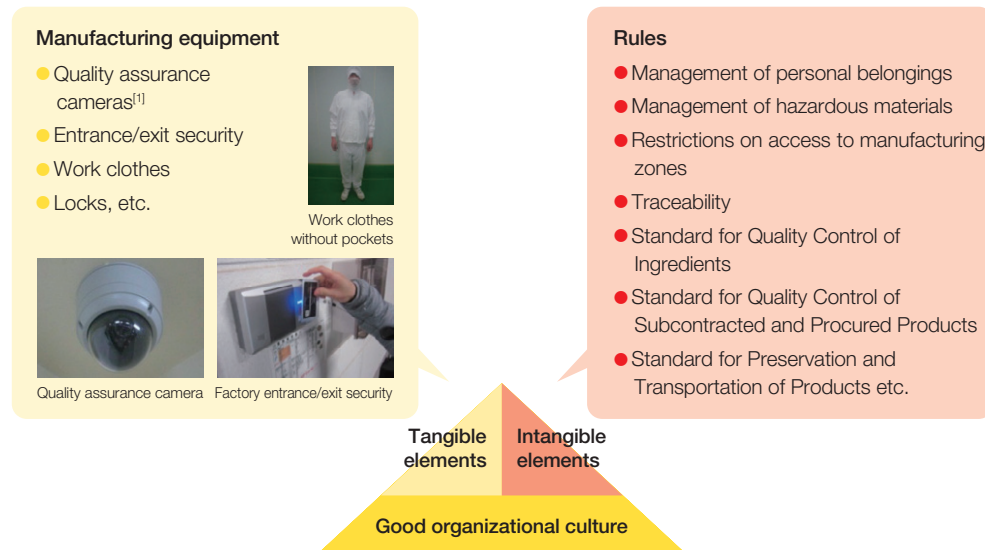
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Production

■ Structural enhancement for food safety

The Ajinomoto Group believes that creating a workplace culture that is open and based on the trust of its employees is the key to making its food safety system more robust. In addition, the Group is reviewing and improving its tangible elements such as production facilities, and intangible elements such as quality standard and guidelines, to minimize the risk of intentional product tampering and strengthen quality assurance across the supply chain.

Diagram of food safety assurance concept



[1] Cameras to monitor for accidents and errors in the factory. Quality assurance cameras help to gain customer confidence.

■ Measures to prevent manipulation of quality-related data

In order to prevent manipulation of data related to product quality, the Ajinomoto Group is working to improve its workplace culture to foster employee compliance and awareness of quality assurance from the customer's perspective. The validity of data related to development, production, and the functional features of food products is evaluated and judged objectively and fairly at quality assessment meetings and by committees of internal experts. To ensure the proper operation of these systems, they are continually verified by means of internal quality audits and third-party certification audits.

In addition, systems that can store analysis data on manufactured pharmaceuticals and active pharmaceutical ingredients without manipulation are required as a global standard; the Group is strengthening management based on such standards and applying them to its other businesses.

■ Initiatives to reduce quality-related claims and incidents

The Ajinomoto Group carefully investigates each quality-related complaint and incident to identify the cause and prevent recurrence. Details of any quality-related incident and information on preventative measures are promptly communicated to Group companies both home and abroad to prevent recurrences.

In fiscal 2018, there were two recalls due to quality and another two due to mislabeling.

Number of recalls and collections from distribution by the Ajinomoto Group

FY2014	FY2015	FY2016	FY2017	FY2018
0	3	6	4	4

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