

The source of our motivation: “Purity”



Inspection: Quality Assessment

The quality assessment team evaluates quality in which it places importance on the “person”, such as education, training, manners and communication. And the chance to start the spontaneous act of obtaining skills and the act of self-improvement could be created by this activity of the team.

< Continued improvement of quality based on PDCA (Enactment of assessment in each work) >

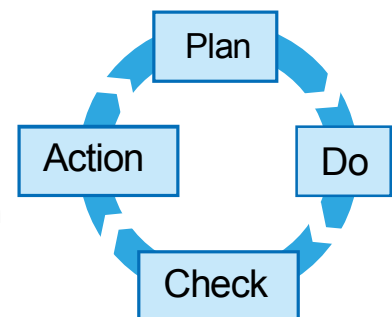
*PDCA: Plan Do Check Action

Enforcement of service quality improvement from the perspective of facility users.

Sharing information in the presence of customers.

Staff’s motivation will be uplifted by favorable evaluation results, and it can encourage staff to expand their knowledge.

Improvement in service quality with firm intent.



Two specialized organizations cooperate and support the entire operations.

1. Quality assessment and suggestions for improvement by the team for quality inspection.

- Enacting inspection as a third party
- Analyzing the items which has unfavorable evaluation results.
- Considering the improvement method.
- Suggesting improvement of mechanical problems.

2. Systems for follow-up by the team in charge of education.

The team receives the results of the inspection and enforces improvement instructions.

▶ Improvement instruction by the department of special education

Base on the results of the inspection, we make decisions as to whether support for improvement – business improvement, education and training – is necessary or not. Then we request the department of special education to provide education and training to such staff members, if so decided.



▶ Improvement of skills and abilities through trainings abroad

We make efforts to improve the quality of our system inspectors by gathering pertinent information, and training them on a regular basis.

