CSR Activities

FURUNO Contributes to Society by Creating New Value

Quality and Safety Initiatives

Thorough Quality Management

Based on the principle that "the quality of our products is created by the quality of our approach to work", we provide products and services that satisfy our customers and continue to be a company that is trusted by society. We maintain and manage quality at every stage of our operations, from design and development to procurement and production, based on our quality management system (ISO 9001) and by incorporating our own "appropriate quality standards" and "reliability evaluation methods for each stage of development" to ensure that our products are suitable even in harsh environments.

In addition, in order to accurately evaluate the safety of our products, we have established an environment within our company where we can conduct environmental tests based on temperature, humidity, vibration, etc., as well as tests and evaluations based on EMC* standards of various countries.

*: Testing for electromagnetic interference that can affect other equipment and the human body.

EMC testing of a radar antenna

Maintain and Improve Manufacturing Quality

In addition to clearly defining manufacturing methods and inspection standards for each manufacturing process, the Miki Factory (Hyogo, Japan) has established a traceability system to track and manage the production history of products and the inspection results of manufacturing facilities. Quality records such as the manufacturer's production base of the parts used, the time of year, and the pass/fail judgment in the manufacturing process are essential data for the operation of this system, and are managed as important items in production activities.

In addition, the Miki Factory, which procures less than 20% of its parts from overseas, conducts strict quality verification, including acceptance inspections of all new parts used in new products, including those made overseas, as well as visits to local manufacturers in advance to review the plant quality control system and locally produced products before adopting new parts. In our own manufacturing process, we inspect all products. In our own manufacturing processes, we ensure a high level of reliability by conducting a full inspection.

A Global Service System for Safety and Security

The Merchant Marine Division, which has customers all over the world, has implemented an online system called "SMS (Service Management System)" in order to provide efficient services. SMS is a web-based database that stocks information such as product support history, failure prevention measures, and service progress and result reports. Any problems or findings are fed back to the sales, service, development, and quality departments to help improve quality and enhance the quality of operations. The database is shared among all service sites worldwide, and the company has prepared a system to respond to service demands with spare parts kits optimized for each country so that repair work can be carried out quickly when equipment repair is requested.

Environmental Consciousness

With global environmental issues becoming more serious, FURUNO considers the environment to be one of our vital management issues. The core mainstays of our environmental policy are protection of the global environment, the creation of a recycling-oriented society, and conservation of biodiversity. We are working to manufacture products that have low environmental impact and to reduce impact in our business activities in the effort to achieve sustainability in society.

Sustainable Society

- Risk management for chemicals
- Compliance with chemical substance regulations
- Contribution to sustainable fishing and preservation of the marine environment through provision of products and systems that contribute to marine resource management

Conservation of Biodiversity

Protection of the Global Environment

Creation of a Recycling-Oriented Society

- Energy conservation
- Resource conservation
- Reduction of greenhouse gas emission

- Waste reduction
- Reuse of resources
- Promotion of recycling

Risk Management

Security Trade Control

In order to ensure the proper implementation of security export controls aimed at maintaining international peace and security, FURUNO's President is the chief executive responsible for setting up the control system. Regarding all goods, software and technologies for export, we determine if anything is on a list subject to control and strictly implement screening of the prospective end user and end uses involved in each trade.

Information Security Measures

Because system-wide measures are unable to completely prevent increasingly sophisticated cyberattacks, FURUNO publishes an in-house newsletter on security and conducts drills simulating a cyberattack to raise awareness of and attentiveness to security among employees. We are also building a new CSIRT (Computer Security Incident Response Team) system to carry out an initial response should a cyberattack get through our defensive systems, which will reduce risk and quickly mitigate any damage.

System-wide measures (multi-step defense)

Early discovery/limitation of damage through the CSIRT system

Information Security Measures

Raise awareness and attentiveness to security among employees through web-based training