

# QC

## QC Circle Activities

KRT makes efforts to improve quality of our logistics services through QC circle activities.

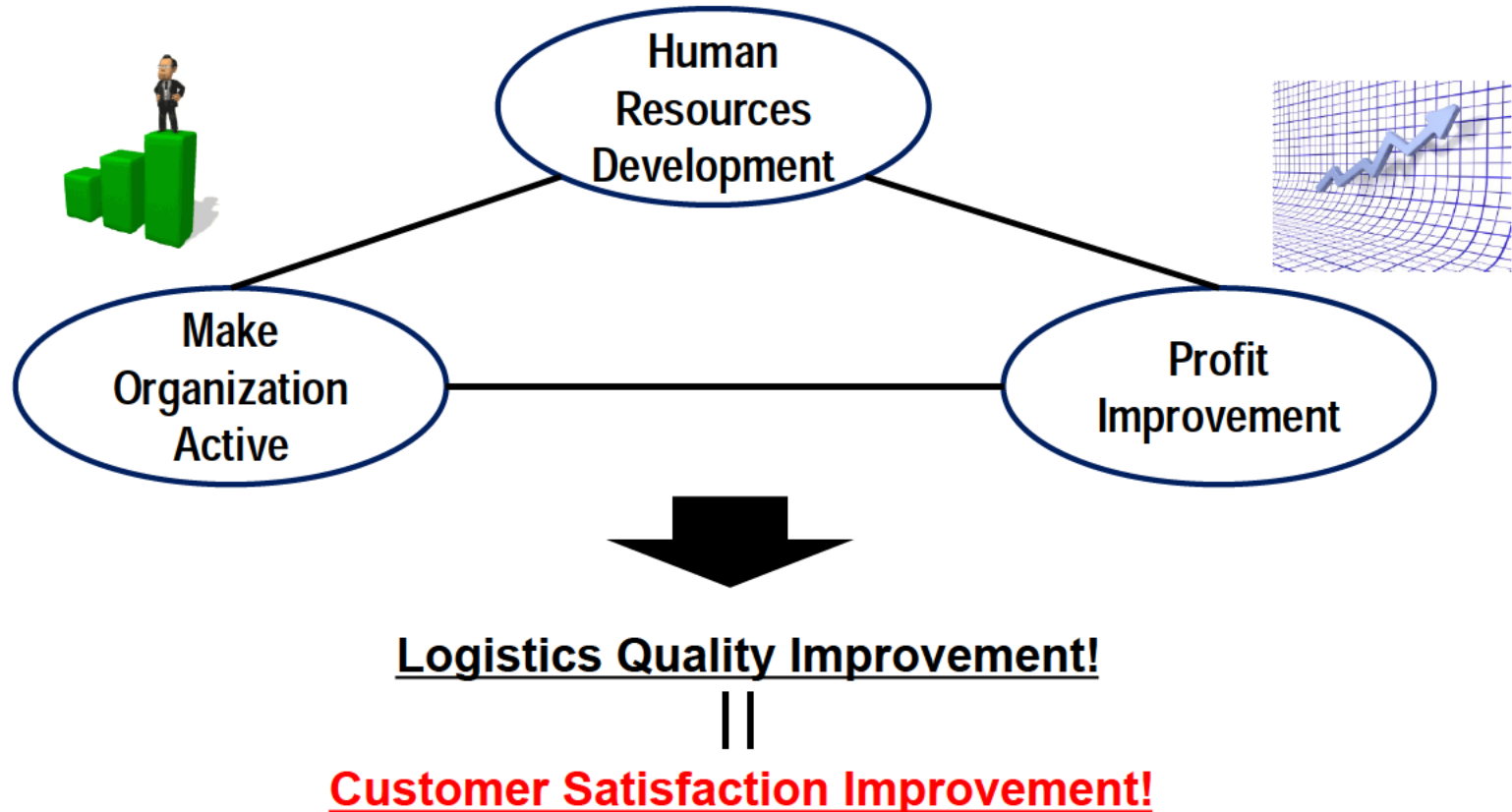
- QC circle activity is one of major reasons Japanese manufacturers successfully advanced global.
- KRT started QC circle activities in 1998.
- Kaizen at warehouse/dispatching office level enables day-to-day storage and transportation services more reliable.

# Suggestion System

KRT enhances competitive advantages of clients by suggestion system.

- KRT started suggestion system in 2010 which is inseparable with QC circle activities.
- It aims to improve the issues and challenges encountered at day-to-day works.

## Purpose of Suggestion System



## **Merits Achieved by QC Circle Activities**

- 1) Quality Improvement and Enhanced Customer Satisfaction
- 2) Eliminating Waste and Loss Thoroughly
- 3) Just In Time Delivery (Shorter Lead Time)
- 4) Productivity Improvement and Production/transportation/storage Capacity Expansion
- 5) Safety and Health
- 6) Energy Saving and Be Green
- 7) Increase of Communication Skills and Problem Solving Abilities

# Productivity Improvement Committee

## “To Achieve Lean Warehouse & Distribution Center”

-KRT established “Productivity Improvement Committee” for the purpose of improving the operational efficiency and customer satisfaction at Kanto Warehouse and Sakado Distribution Center in February 2013.

-Not satisfied with current condition, the committee identifies the inefficient labor deployment/idle time of each operation in order to improve the productivity per capita through enhanced QC circle activities.



### Case Examples

1. Waiting time reduction and streamlining of cargo handling operation by inbound truck reservation management system
2. Optimizing the sortation work by the put-to-light system for piece picking operations
3. Rationalization of warehousing operation (Loading/unloading)
4. Improving order-picking efficiency