



Glory provides products and services in a timely manner to win the confidence and satisfaction of customers.

Quality Policy

We will provide products and services in a timely manner to win the confidence and satisfaction of customers.

Three Priority Guidelines

- 1 By sensing advanced market needs, develop products that are attractive to customers.
- 2 Establish the quality of products at the earliest stage possible.
- 3 Place importance on customers' first impression of quality and on after-sales services.

Providing Peace of Mind to Customers Worldwide via Maintenance Services

In order for its customers worldwide to be able to use its products with peace of mind, the Glory Group maintains a direct sales and direct maintenance network across 24 countries outside of Japan, including the U.S., Europe, and Asia. Currently, that network includes around 2,000 maintenance staff members and maintenance contracts with customers for a total of more than 240,000 products.

Glory receives inquiries from customers regarding issues with its products or requests for repair via call centers set up at each of its bases. When it is determined that a visit by Glory maintenance staff is required, a staff member close to the customer's location is quickly dispatched. Glory has put in place a thorough support structure in order to solve customers' problems as quickly as possible.



Responding to a customer's inquiry via telephone support

Annual Quality Meetings

Maintenance quality managers from each region of the world and members of the development division and quality assurance division meet to share information on their maintenance activities and on the operational and quality conditions of products in the markets of each region. Glory improves its product quality by feeding back the information gained from maintenance calls.

Fostering Personnel Who Can Maintain Quality

Group Skill Training

Aiming to improve the expertise and response skills of technical staff, Glory conducts group skill training by region or country. The staff responsible for each product model train the technical staff in the products being offered in their market. Glory is enhancing the effectiveness of this training by having the trainees undergo preparatory study via an online education system ahead of the training day.



An explanatory page from the online training

Technical Staff Cup

The Technical Staff Cup that Glory has been running in Japan for more than 20 years, Glory also now runs in the North American region, the EMEA*1 region, and the Asia and China region. Technical staff from each region gather and compete against each other by using the expertise they have accumulated on a daily basis, increasing their motivation and communication between them.

*1: EMEA: Europe, the Middle East, Africa



The Technical Staff Cup held in the North American region

Initiatives to Improve Maintenance Quality

In order to provide high-quality maintenance services that exceed the satisfaction of its customers, Glory employs a variety of measures, including group skill training and joint initiatives with each region of the world.

Joint Initiatives with Each Region of the World

Senior Service Leadership Meetings

Maintenance managers from each region of the world meet to share their initiatives and success stories regarding each regional maintenance business, and also to share their progress in measures being undertaken on a global scale. In order to provide maintenance services that meet the diverse needs of customers, Glory aims to improve the maintenance quality of the entire Glory Group and boost the level of each of those operations.

Next-Generation Manufacturing for the Creation of a Collaborative Environment

As labor shortages have become an urgent social issue in Japan, expectations have grown that robots could be an effective solution. With the goal of applying at production sites outside the company the production technology and knowhow that it has cultivated so far, in April 2017 Glory began the ASROF*2 system integration business for the practical use of collaborative robots.

By offering a total solution from robotic line automation to development of peripheral equipment and operational knowhow and after-sales service, Glory is creating a collaborative environment for robots and humans. It is able

to flexibly respond to multi-product, variable-volume production and achieve further labor savings and quality stability in a wide range of industries, including the fields of food and cosmetics, thereby contributing to next-generation manufacturing.



Collaborative labor between humans and robots



*2: ASROF: Automation Smart Robot for Future

Customer Case Study: Sanshu Seika Co. Ltd.

For over 60 years, Sanshu Seika has been producing and selling unique rice crackers and pasta snacks using special ingredients and traditional manufacturing methods. It has striven to maintain an easy working environment for its employees. In a joint development effort with Sanshu Seika, Glory installed ASROF into its line for packing its products into boxes.

Background to the installation

- Amid labor shortages, the company wanted to ensure stable quality and improved productivity in its wrapping process, which is the process that requires most labor.
- The company wanted to use a humanoid robot with a compact line layout that could adjust quickly and flexibly to multi-product, small-volume production.

Results of the installation

- The move allowed employees to devote their time to the work considered as requiring human skills, such as the production process and product inspection. That led to safer, higher-quality product manufacturing.
- Since the humanoid robot is programmed so that a simple operation can smoothly convert it to handle a different production item, it was able to efficiently perform multi-product, small-volume production.

ASROF's duties



Check the shape and weight of the container



Pack the crackers into the container



Based on the total weight, check the content amount and number of servings of crackers in the container. Forward to the next process only those that have successfully passed this phase.

Voice



Shinichi Sainohira
President
Sanshu Seika Co. Ltd.

We believe that humanoid robots are extremely effective for multi-product, small-volume production, where production efficiency can't be increased by using dedicated machinery like mass production can. Furthermore, a collaborative robot can work close to humans without the need to provide safety barriers—this is a distinct advantage. Faced with chronic labor shortages, improving productivity is now a key issue for small to medium enterprises, and we hope that together with Glory, we can spread the use of ASROF beyond the borders of region and industry.

Our desire going forward is to improve versatility, with an eye to including artificial intelligence. If we can enable programming changes and the adjustment of robot hand parts to suit package shapes and production items onsite—even where multiple humanoid robots are installed—production will be able to continue without halting the line. That will lead to increased customer satisfaction. We anticipate further development from Glory.