：Product flow　　　　　　　　　：Information flow

**Quality Control System**

|  |  |  |  |
| --- | --- | --- | --- |
| Customer | Sales | Applicant / Manufacturer(Corporate name: ) | Manufacturing factory (ISO 9001)(Corporate name: ) |
|  |  |  | Market researchProduct planProduct design / development |  |  | Arrangement of parts |  |
|  | Prototype |  |  | Manufacturer for Parts Receiving Inspection | NG |
|  | Quality Assessment | NG |  | 　　OK Manufacturing(Assembly, Labeling) |  |
|  |  | Inspection results | OK |  | Final ProductShipment Inspection | NG |
| Purchase | Sale |  | Improvement based on inspection results　　　 |  |  | 　　　　OKShipment |  |
| Customer Claims |  |  | Customer clam handlingReturn |  |  |  |
|  |  |  | Meeting on customer claims controlAnalysis on returned itemQuality information feedback |  |  |  |
| Improvement based on information |  |  | Improvement based on information |