：Product flow　　　　　　　　　：Information flow

**Quality Control System**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Customer | Sales | Applicant / Manufacturer  (Corporate name: ) | | | Manufacturing factory (ISO 9001)  (Corporate name: ) | | |
|  |  |  | Market research  Product plan  Product design / development |  |  | Arrangement of parts |  |
|  | Prototype |  |  | Manufacturer for Parts  Receiving Inspection | NG |
|  | Quality Assessment | NG |  | OK  Manufacturing  (Assembly, Labeling) |  |
|  |  | Inspection results | OK |  | Final Product  Shipment Inspection | NG |
| Purchase | Sale |  | Improvement based on inspection results |  |  | OK  Shipment |  |
| Customer Claims |  |  | Customer clam handling  Return |  |  |  |
|  |  |  | Meeting on customer claims control  Analysis on returned item  Quality information feedback |  |  |  |
| Improvement based on  information |  |  | Improvement based on information |