

Together with Customers

Basic Policy

In line with the Mitsubishi Chemical Holdings Group Charter of Corporate Behavior, Mitsubishi Chemical (MCC) constantly strives to achieve customer satisfaction by keeping the promises made in contracts with them, ensuring the safety and quality of all the products and services it supplies, engaging in close customer communications and advancing R&D.

Making Product Information Available

Over 1,100 product information entries (approximately 530 in Japanese, 350 in English and 240 in Chinese), including information on the products of Group companies, are available on MCC's website. In addition, Safety Data Sheets (SDSs) and GPS Safety Summaries (GSSs) can also be accessed through the website (available in Japanese only).

For product information, please contact the department or Group company that handles the product in question. Lists of MCC's departments and Group companies with information on the products they handle are available on MCC's website.

<https://www.m-chemical.co.jp/en/products/departments/mcc/index.html>

If you are unsure which department to contact, please contact the call center for guidance.

Call center (+81) 3-6748-7300
9:00–12:00, 13:00–17:45 (Closed Saturdays, Sundays and national holidays)

Customer Satisfaction Surveys

The Mitsubishi Chemical Holdings (MCHC) Group believes that close customer communication is essential to achieving accurate insight into social issues and the challenges that customers face and to finding solutions together. Accordingly, the Group has been conducting customer satisfaction surveys since fiscal 2012. Specifically, we survey customers in and outside Japan about products handled by our core businesses, covering such topics as quality, supply systems, sales promotion and technical support, as well as the attitudes and reliability of individual operating companies. By analyzing the results of these surveys and implementing a PDCA cycle, MCC aims to provide even better customer service and improve customer satisfaction.

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KAITEKI SQUARE

KAITEKI SQUARE was established in October 2012 in our Tokyo headquarters as a showroom for the MCHC Group. It is an important platform for communication with our customers and clients, a place where we can interact and exchange ideas about a better future.

KAITEKI SQUARE comprises three zones. The first zone is the Special Exhibition Zone, which focuses on the role of science and technology in solving various challenges facing 21st-century society. The second zone is the Permanent Exhibition Zone, which highlights the technological capabilities and collective strength of the MCHC Group by showcasing products and technologies that the Group is working on that are aimed at realizing KAITEKI. The last is the Concept Zone, an interactive video exhibition that offers a glimpse into the societies of the future.

We look forward to welcoming more and more visitors to our showroom and having meaningful discussions on how to realize KAITEKI in the future together.



KAITEKI SQUARE at the Tokyo headquarters