

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 900 product information entries (approximately 400 in Japanese, 300 in English and 230 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.

Inquiries via the call center are directed to the relevant departments and logged in a database that is available to management.

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

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.

Thinking about Creating a Better Future with Customers: 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.

This facility comprises two areas, namely, (1) an exhibition area showcasing the wide-ranging technologies the MCHC Group has developed to date and its forward-looking business initiatives and (2) the KAITEKI Theater, which shows a video on the theme of what we can do now for the children of the future. The displays in the exhibition area are focused mainly on products and provide visitors with hands-on experience with MCHC Group technologies.

In addition to the KAITEKI SQUARE showroom at the Tokyo headquarters, the MCHC Group operates KAITEKI SQUARE Yokohama at the Science & Innovation Center (Kanagawa Prefecture), KAITEKI SQUARE Yokkaichi at the Mie Plant, KAITEKI SQUARE Aichi at the Aichi Plant and KAITEKI SQUARE Sakaide at the Kagawa Plant. We use all of these facilities as places for communication with customers. In particular, KAITEKI SQUARE Yokkaichi not only features a showroom displaying Group technologies and products, but collaborates with the Customer Laboratory, a facility established to facilitate collaboration with customers, with the aim of fostering innovation.

A reservation through an MCHC Group employee is required to visit KAITEKI SQUARE facilities.



KAITEKI SQUARE at the Tokyo headquarters