

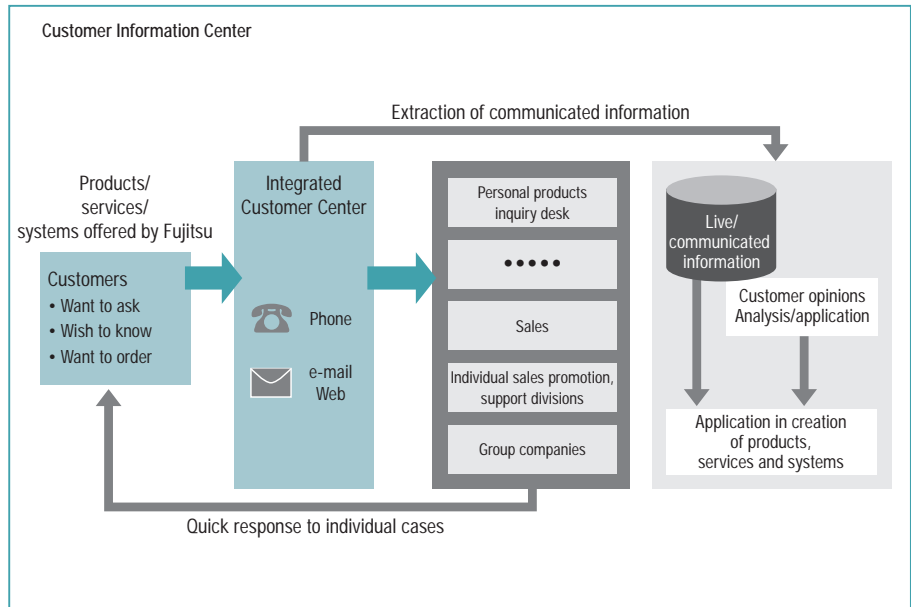
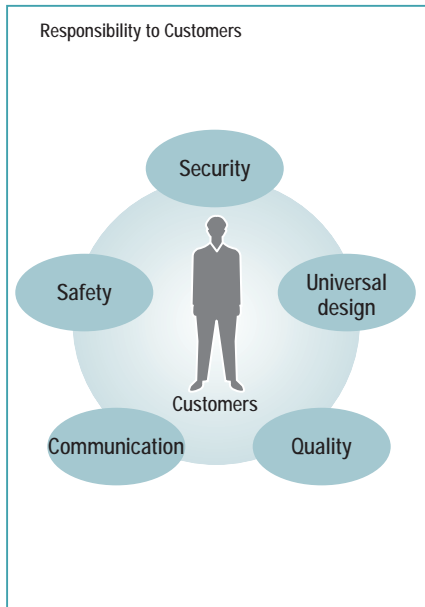
# Responsibility to Customers

We seek to offer high-quality products and services generated through close observation of individual customers.

## Policy

The Fujitsu Group conducts fully customer-focused activities in an effort to achieve “compliance with customers” in accordance with “The FUJITSU Way” guideline, “Our dream is to make our customers’ dreams come true.” These include activities aimed at improving customer satisfaction, assuring the safety and quality of products and services, and ensuring and providing security.

## Structure



### 1. Communication with customers

#### fujitsu.com

We integrated all the Web sites and e-mail addresses of the worldwide Fujitsu Group into fujitsu.com in June 2000. Approximately 500 Fujitsu Group companies in 34 countries and regions are offering information in an easily understandable manner.

#### Customer Information Center establishment

The Customer Information Center was opened in June 2003 to respond to customers with problems who did not know where to inquire and to conduct activities aimed at establishing strong relationships of trust with customers. By storing customer opinions expressed to the Center and taking steps toward improvement, we strive to offer better products and services to customers.

### 2. Ensuring safety and quality

#### Product safety measures

We not only comply with the Product Liability Law (PL Law), but we also seek to improve product safety through in-house regulations formulated in the Fujitsu Product Safety Charter and such detailed regulations as our Product Safety Promotion Regulations.

#### Quality improvement measures

We have pursued Fujitsu’s original Group-wide “Qfinity\*” activities since 2001 as part of our High-reliability Campaign conducted since 1966. To promote these activities, each headquarters assigns staff to encourage internal sharing of technologies and know-how through Web-based management systems and to establish education programs and evaluation and award programs.

We are working to create a corporate environment in which every employee sets and strives to achieve concrete action targets and establishes highly confidential

relationships with customers.

\* Qfinity: A term combining “quality” and “infinity” to suggest “infinite pursuit of quality.”



### 3. Ensuring security

We have established “information management regulations” and “personal information management regulations” to achieve appropriate treatment of business information and customers’ personal information. We conducted an Information Security e-learning course for approximately 34,000 Fujitsu employees to disseminate these regulations among employees.

### 4. Support for products/services

We disclose support information for products and services and information concerning important issues on the “Support & Downloads” pages of our public homepage.