

Quality assurance

Basic policy

The FineToday Group has established the FineToday Group Quality Assurance Principle, based on its Purpose and Values. This principle identifies the attitude and responsibilities for quality assurance in all stages from product design, research and development, manufacturing, distribution/logistics, and customer use.

The FineToday Group’s quality assurance values

Customer Delight and Commitment to Quality

- We strive to delight our customers, providing exceptional products and services tailored to their daily lives.
- We work together as one united and agile team to anticipate and meet our customers’ true needs wherever they are.

Quality management system

The FineToday Group is developing its own quality management system (QMS) to deliver products that will satisfy customers and earn their trust. The QMS will be utilized in governance based on objective decision-making following management review in the near future.

Quality control at Fine Today Industries

Fine Today Industries, which handles the Group’s manufacturing functions, strives to produce quality products by complying with Good Manufacturing Practice (GMP).

In addition to multiple inspections during manufacturing processes and testing using precision instruments, its highly experienced staff also assess products through sensory analysis. The plant interior is zoned by sanitation management level, strictly restricting the apparel that may be worn in and articles that may be brought in to each zone.



Product safety education and training

FineToday raises awareness of product safety by sharing information concerning daily customer service with management and related sections.

In addition, as a marketing authorization holder, FineToday establishes rules and procedures for quality assurance and safety management, and carries out education and training based on them to fulfill its responsibilities.

Responding to quality issues and product incidents

Any quality issues and incidents concerning FineToday Group products need to be responded to swiftly. The Group responds appropriately based on rules, procedures, and related manuals.