

For providing superior technologies and services

Fluid Machinery & Systems Company

The Fluid Machinery & Systems Company, which provides products and systems that form social and industrial infrastructure, strives to meet customer expectations by continuously improving the quality of operations under the keyword of "quality" reflecting customers' opinions.

Business of the Fluid Machinery & Systems Company

The Company's business is to widely offer to society the devices and related equipment that support our lives and industry. Pumps have been EBARA's main product ever since its foundation; as well as blowers, compressors and chillers. With its production and sales bases expanding overseas, the company is making significant contributions to the development of infrastructure and industry all over the world.



Assembly of multistage turbine rotor blades

Quality as an indicator reflecting customers' opinions

The Company's products and services are often operated at customers corporate or government facilities and the evaluation

of the products and services directly manifests itself as customer feedback. In addition, the products and services tend to cover many different industries, and products are often made to order. These factors inevitably give rise to diverse customer expectations with regards to function, performance and delivery time. In response, we regard customers' opinions as indicators of the quality of our products and services and use them to improve both.

Quality is an indicator that can be interpreted with individual perspective in all phases of business including sales, design and service, as well as the production plants where manufacturing takes place. We aim to be a strong company that is capable of stably providing high-quality products and services by improving the quality of operations in the day-to-day activities of each employee.

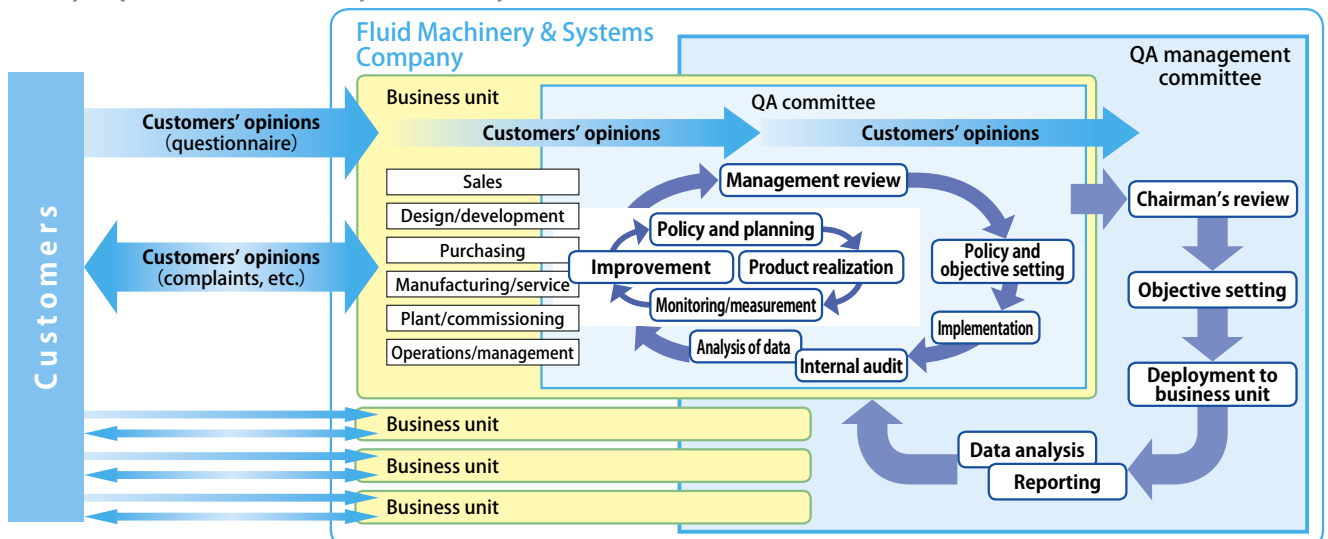
Reflecting customers' opinions in day-to-day operations

As part of the effort to improve the quality of operations, we conduct questionnaire surveys and interviews after delivering products, to invite customers' comments on how sales representatives responded and whether the products were delivered by the specified date.

In our system, customers' opinions, including complaints and suggestions, are adopted in the quality improvement activities and incorporated into the objectives of each and every employee. This projects itself in a better performance and higher success rate.

(See the "Quality improvement activities promotion system" below.)

Quality improvement activities promotion system





龔敬雯 (age: 10)

For delivering traditional technologies to customers

Products and systems delivered to customers' facilities need to function reliably for an extended period of time. In recent years we have often been asked to take charge of operation in addition to delivery. This has increased the importance of maintenance engineers. In response, we have introduced the field supervisor (engineering instructor) certification system in 2006 to guarantee the EBARA brand quality in maintenance services. This system is intended to be used to hand down EBARA's time-proven pump-related technologies and know-how in maintenance services to employees of the EBARA Group and suppliers; and certify the skills acquired in order to globally dispatch them as field supervisors. Certified Field Supervisors including 24 from



Field supervisor training

Japan and 8 from outside Japan are now working on the front line at customers' sites.

We will continue to provide the EBARA brand products and services that meet customer expectations.

Voice!

To serve customers positively and sincerely

Nicolae Deacu
Elliott Ebara Middle East W.L.L.
(left, back row)



I took a two-month field supervisor certification course at the Haneda Plant starting in May 2008 and am now mostly engaged in pump field service operations, mainly in Saudi Arabia. Through this work, I have learned that I can make customers feel reassured and earn their trust by serving in a positive way and with sincerity. I pass it onto team members as well.

In this economic climate, corporate values from the customers' perspective, customer satisfaction and sincerity to customers are especially important. For that reason, I always try to offer advanced technological skills as an expert, check with drawings, ensure correct procedures, carry out work safely considering the environment, use tools properly, keep things in order and work hard everyday with a smile.

Committed to attend customers' voices to enhance EBARA's brand image further



Atsuo Suzuki
President
Fluid Machinery &
Systems Company

We are not content simply with providing industrial products that meet customers' specifications or requirements. We consider it our ultimate mission to strive to offer our products and services in accordance with customers' and society's concealed expectations, which may not be observed through technical features of customers' requirements. The compilation of technology and know-how that we have developed in our 90 over years history of craftsmanship

("monozukuri") mirrors the products and services we are proving for customers. Their quality symbolizes EBARA brand. Our responsibilities vary and range from products to system quality, sales, after-sales services and so forth. They shall include non-direct-sales activities such as sales administration and purchasing. Each of us at EBARA makes utmost efforts for the continual improvement of the EBARA brand, so that dear customers shall stay satisfied with EBARA's products and services.