

After obtaining ISO9001

Masanori Doi
President, INTEM Consulting Inc.
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We have issued and now follow a quality control manual to obtain the International Standard ISO9001 for the quality control of our business. We went through the second examination and were certificated by the examination agency (refer to the following page). Here is the coverage.

- Provision of consulting services for international cooperation projects by Japanese Government or relevant institutions including international organizations
- Provision of consulting services for regional development projects in Japan and overseas

I thank the supporter, ISOLABO Co. Ltd., and the staff of INTEM especially the members of the task force.

As we recall, we started to select a consulting firm to guide us to obtain ISO in November 2013. We identified relevant issues through a questionnaire in the company and held the first kickoff meeting on January 9, 2014, and then made the manual. The first quality manual was officially issued in May and we had an internal audit in late June and fortunately passed the first examination. However, the second examination was badly behind schedule because the inspector and myself as the manager of ISO system couldn't find the time in our schedules easily, and it was finally completed on January 8 and 9 this year. Miraculously, it took a full year from the first kickoff meeting. Meanwhile, the manual was revised continuously; we adjusted and made corrections based on the comments of the first examination (it's difficult to exclude "7.3 Planning, Development" etc.) and it was already Ver.3 at the time of second examination.

We understand how idyllic it is to have ISO as we are a privately-run store-like consultancy, but perfunctory confirmation work that was non-occupational was time-consuming. However, we knew we should complete the task. As knowledge workers, we are sure that we can improve our customer satisfaction and our performance through formalizing the standard in the service industry and improving its effectiveness while respecting the point that we need to deal with PDCA cycle.

The workers of INTEM are going to have business cards with the ISO blue logo from this year. We know we will need to keep studying diligently and provide high-quality consulting services.

End

Certificate of Registration



Intertek

This is to certify that the quality management system of

INTEM Consulting, Inc.

Head Office:

Saito Building 5F, 7-5-3 Nishi-Shinjuku, Shinjuku-Ku, Tokyo, 160-0023 Japan

has been assessed and registered by Intertek as conforming to the requirements of

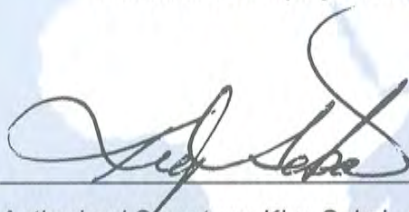
ISO 9001:2008

The quality management system is applicable to

**Provision of consulting services for international cooperation projects
by Japanese Government or relevant institutions including
international organizations**

**Provision of consulting services for regional development projects
in Japan and overseas**

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*Authorised Signature: Kiyoko Sakai – Country Manager, Business Assurance
Intertek Certification Japan Limited, 4th FL., Nihonbashi-N Bldg., 1-4-2 Nihonbashi Horidome-cho,
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