

Quality Control

SoftBank Corp. believes it is important to provide high-quality products and services that meet social needs (customer and market expectations), that comply with relevant laws and regulations, and that customers can use safely and with confidence through the implementation of quality control.

Base Station Quality Control

To provide pleasant, safe and secure communications environments, we are constantly working to maintain base station quality control.

Using AI, drones and other cutting-edge technologies, we are advancing the automation of work in this area, including base station installation, inspection and performance tuning.

Product Quality Control

We strive to provide safe, secure products and services based on universal design. To this end, we implement exacting quality control, from design to market quality after launch, with a focus on safety. In addition to ensuring compliance with laws, regulations and guidelines, we have established our own safety standards,* 1 using them to thoroughly confirm safety across the design, development and manufacturing processes.

We also implement all labeling required by relevant regulations during shipping and delivery. If failure or quality issues arise after a product is released, we accept repairs at stores nationwide and online, promptly investigate the cause, and work to improve and increase quality. In the event of a serious malfunction, we establish an Emergency Response Headquarters led by the President to determine the details and cause of the malfunction, decide policy and promptly respond. In an effort to prevent the misuse of products, we also engage in safety promotion activities through various announcements in collaboration with the MCPC* 2 and other industry organizations.

*1 Our own safety standards consider risk regulations in design, development and manufacturing processes and risks related to durability and safety during operations.

*2 MCPC: Mobile Computing Promotion Consortium

▼ Quality Control Flowchart

