We gain the trust of our customers by providing products and services of high quality to our customers from various angles so as to be able to contribute to the solving of social issues toward the creation of a prosperous society.

Our united efforts to enhance quality, led by our Quality Assurance Division, are based on the quality assurance system illustrated below, through which Isuzu strives to fully meet its social and quality responsibilities as a manufacturer.

The division director chairs a monthly meeting of the Quality Assurance & Customer Satisfaction Improvement Committee (Quality Assurance/CS Committee), where the top management of all divisions discuss and share information on quality-related situations and CS improvement so that the Committee can monitor how their quality management systems operate. The outcomes are shared to drive forward the quality assurance activities of the business divisions.

By making quality our first priority, we at Isuzu create products that satisfy our customers in a profound way, and our goal is to contribute to society as a company with a rich sense of humanity.

To ensure the quality of our products and services, we think activities at the various stages of the value chain surrounding our products and services are important. We carry out management by putting in place systems during each phase, from development to procurement, manufacturing, and the market, so as to be able to ensure quality.

Through this, Isuzu provides products and services that fully satisfy customers. If, however, a customer does have trouble with an Isuzu vehicle, we have established service systems and service parts supply systems for quick recovery so that customers can be confident about using Isuzu’s products every day. In doing this, Isuzu is committed to building long-term, trusting relationships with customers.

Isuzu’s quality policy is to create and deliver products that satisfy its customers. Our company-wide quality assurance activities are based on our belief that we can deliver better products and services to our customers by improving not only the quality of the products and services, but also that of our business operations for each division in the company and even indirectly associated divisions.

By communicating our quality policy across the company and sharing quality manuals on a company-wide basis, we are taking action to improve the quality of our daily business operations.
All Isuzu offices have earned ISO 9001:2015 certification, an international standard of quality management.

Moreover, components to be delivered to General Motors Company have obtained IATF 16949:2016 certification, the standard for the automobile sector. Isuzu has been striving to enhance its operational quality using such measures.

Isuzu Group has identified and is working on the following issues in an effort to promote business activities aimed at improving quality in all of its business areas.

1. Product Quality Improvement
2. Service Quality Improvement
3. Operational Quality Improvement
Isuzu’s mission is to support transportation, as well as the environment people live in and the production activities of society. To achieve this, a number of activities have been undertaken to improve quality in every stage from product development and manufacturing up to market operation.

**Basic Mindset Behind Product Quality Improvement**

Our product development philosophy is to gain the trust of every person. This is supported by the basic concept of S.E.E. Technology, where S.E.E. stands for the three important issues of Safety, Economy, and the Environment. To acquire the high quality needed to underpin this philosophy, we set “quality gates” (milestones) at different stages in product development where the quality and the maturity of the products are confirmed so that product development can proceed.

During the development stages below, Isuzu focuses on failures and preventing the recurrence of failures. Failure Mode and Effect Analysis (FMEA*) and other methods are used to enhance reliability and durability.

* Failure Mode and Effect Analysis: This systematic analysis approach helps to discover potential failures and prevent failures and defects.

**Initiatives at the Development Stage**

Therefore, the latest and most advanced responses are always required. In addition, trucks transport not only people, but also important goods. For example, even if an accident can be avoided by emergency braking when there is imminent danger, besides injury to people, there is still a high chance of causing damage to important goods such as when goods fall over. At Isuzu, we install necessary safety features to prevent accidents and reduce damage according to the vehicle type.

**Advanced safety technology installed in GIGA**

- Pre-crash brake control that can detect pedestrians and bicycles
- Blind spot monitor that projects from the cab in four directions
Many of the parts and other items used in Isuzu’s products are purchased from external business partners. When quality problems occur in purchased products, significant inconvenience is placed on customers using our products.

It is important to provide our plants with a stable supply of quality items, and we build a quality assurance system for purchased products while building trusting relationships with our business partners. Going forward, we will continue to undertake quality improvement activities with our business partners and strive toward strengthening our supply chain.

Quality management of purchased products is carried out using the following system.

Isuzu Group companies in Japan have a total of 671 domestic and overseas business partners. About 90% of these partners are based in Japan. In terms of transaction amount, the procurement of vehicle and engine parts makes up about 80% of the total.

To monitor the delivery quality and market quality of our business partners, we calculate a monthly evaluation score based on factors such as the number of defect occurrences, the number of defects, and the severity of defects. Business partners that do not meet a certain standard in their delivery quality evaluation scores are selected to be companies subject to management, and business partners that are close to becoming companies subject to management are selected as companies subject to observation. For these companies, we strive to improve delivery quality such as by holding quality meetings with them each month.

In FY2019, improvement in delivery quality was recognized, and approximately 90% of our business partners satisfied the delivery quality evaluation score requirements. While no companies were selected as companies subject to management, some were chosen for observation, and improvement activities were carried out for these business partners in an effort to elevate quality. In addition, we conduct an on-site audit for some business partners at the time of the direct supply contract renewal assessment, implemented every three years, to verify their quality management system operations. With new business partners, we conduct an on-site audit before starting our business relationship with them and evaluate the effectiveness of their quality management systems to see if they meet requirements for trading with us.

We are also making progress with creating a BCP/BCM system and carrying out measures to reconfirm our supply chain and minimize the time it takes to restart operations in the event of an emergency. By improving the speed of our initial response and cooperating with our business partners, we are working to facilitate rapid recovery and creating a system that minimizes the impact on Isuzu product sales.
Customers require products of different specifications, and therefore, there are many variations in Isuzu's products. With regard to these diverse products, Isuzu is always reinforcing its human resources and production systems to offer high-level integrated products on a worldwide scale.

In particular, the concept, method and production knowhow of Isuzu manufacturing for quality first are integrated into ISUZU MONOZUKURI (IM).

For example, each morning, those in charge of the respective production lines gather before starting work for a quality audit meeting. There, they share information centered on quality, and are always striving to create lines that have the ability to adapt to changes.

IM is a production method implemented in every Isuzu manufacturing plant in Japan and overseas countries. The concept is “to produce Isuzu-badged products with the same manufacturing method and quality control system at any production plant around the world.” While trying to realize quality assurance on a global scale, Isuzu endeavors to become a company trusted by every customer who needs Isuzu commercial vehicles and diesel engines.

In addition, training about IM is conducted for employees involved in production. For IM, we conduct lectures on the basics, training on practical skills, and practical application training that allows knowledge and techniques obtained through basic training to be applied and improved upon at the workplace.

- No. of employees trained in FY2019: total of 4,745

Isuzu strives to improve its field quality by paying close attention to customer opinions and analyzing and feeding them back to all quality-related processes to ensure that issues are addressed and improvements are made.

**Initiatives Toward Improved Field Quality**

Taking advantage of the FQ management system*, Isuzu collects quality information from markets then implements cause investigations and responds to issues promptly and accurately.

Isuzu Customer Center (Japan) gathers customer opinions, warranty repair records, and improvement requests from sales distributors as field quality information to direct to our quality improvements. The collected information is used in our efforts to comply with regulations from various countries including domestic safety regulations for road vehicles, and to respond to them even more quickly.

We also share information regarding the status of our response to field quality information and quality activities with top management and all employees on a monthly basis through our "Quality Improvement Newsletter." Our "Quality Improvement Newsletter" features and shares quality activities such as the status of field quality improvement activities, the status of verification activities for initial quality of newly-launched vehicles in Japan, and the status of ISO/IATF activities. Through this, we seek to improve quality awareness throughout the entire company.

* FQ (Field Quality) management system: Based on an initiative to gather and distribute quality information from the markets, based on the scheme illustrated on P. 51 for making improvements.
Initiatives for Recall Campaigns

The activities are intended to prevent defective vehicles from causing accidents and to ensure the safety of our business partners and drivers as well as their assets. Based on the purpose of these activities, we ensure that our customers’ vehicles operate properly by conducting recalls as required by the Road Transport Vehicle Act, improvement measures, and service campaigns. We are always prepared to take prompt and appropriate actions from the customer’s perspective in various circumstances.

Recalls
This is a system where vehicles that may not be able to meet safety regulations for road transport vehicles (regulations from the perspectives of vehicle safety and pollution prevention) due to design reasons or manufacturing processes are repaired for free after the Ministry of Land, Infrastructure, Transport and Tourism is notified.

Improvement measures
This is a system where vehicles that cannot be left as they are from the perspectives of vehicle safety or pollution prevention due to design reasons or manufacturing processes, even though they are not cases of non-compliance with safety regulations, are repaired for free after the Ministry of Land, Infrastructure, Transport and Tourism is notified.

Service campaigns
This is a system where vehicles not subjected to recall or improvement measures are repaired for free after the Ministry of Land, Infrastructure, Transport and Tourism is notified for the purpose of improving product performance and quality.

Table: No. of Recalls

<table>
<thead>
<tr>
<th>Year</th>
<th>FY2015</th>
<th>FY2016</th>
<th>FY2017</th>
<th>FY2018</th>
<th>FY2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cases</td>
<td>16</td>
<td>11</td>
<td>23</td>
<td>15</td>
<td>19</td>
</tr>
</tbody>
</table>

Table: No. of Improvement Measures

<table>
<thead>
<tr>
<th>Year</th>
<th>FY2015</th>
<th>FY2016</th>
<th>FY2017</th>
<th>FY2018</th>
<th>FY2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cases</td>
<td>1</td>
<td>0</td>
<td>2</td>
<td>0</td>
<td>3</td>
</tr>
</tbody>
</table>

Table: No. of Service Campaigns

<table>
<thead>
<tr>
<th>Year</th>
<th>FY2015</th>
<th>FY2016</th>
<th>FY2017</th>
<th>FY2018</th>
<th>FY2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cases</td>
<td>6</td>
<td>12</td>
<td>5</td>
<td>7</td>
<td>7</td>
</tr>
</tbody>
</table>

Recall Information (Japanese only)
https://www.isuzu.co.jp/recall/index.html
Basic Mindset Behind Service Quality Improvement

Isuzu’s mission is to support transportation, as well as the environment people live in and the production activities of society. Therefore, it is important that our customers’ vehicles do not stop operating, and quickly recover if they do stop operating. To achieve these, Isuzu provides standardized support both in Japan and overseas so that we can offer high-quality services.

Thorough Service System

Isuzu is currently fully committed to the post-delivery customer support services. Our customers always expect high quality. Therefore, we at Isuzu aim to establish high-quality integrated service systems for customers in Japan and overseas.

Service System (Japan)

Service System (Overseas)

Parts Supply System

Isuzu delivers service parts quickly and accurately to all areas via its network of our mother parts center (Tochigi, Japan) and regional parts centers in Japan and overseas.

Domestic

Seven regional parts centers ship the service parts to the service parts sites of Isuzu dealers.

Parts Supply System (Japan)

Overseas

Isuzu’s extensive service parts supply network includes regional parts centers in the Middle and Near East, North Africa, North and Central America, Europe, and the ASEAN and Oceania regions.

Parts Supply System (Overseas)

Sales/Service Network (Japan) (Japanese only)

https://sasp.mapion.co.jp/b/isuzu_shop/
Improvement of Maintenance Engineering

◆ Isuzu World Service Skills Competition (I-1GP) Held

The Isuzu World Service Skills Competition (I-1 GP) is an opportunity for teams of servicing staff and engineers representing countries and regions across the world to gather and compete to determine the world’s most skilled engineers. This allows all participants to demonstrate and improve their skill and knowledge, leading to better service quality in their respective home fields. Ultimately, this competition helps to ensure that Isuzu customers receive the best service anytime, anywhere.

14th CV Division Competition (Japan, October 30, 2019)

The CV Division of the 14th Isuzu World Service Skills Competition (I-1 GP) was held at the Isuzu Monozukuri Service Training Center in Fujisawa, Japan. The competition is divided into two categories according to the emissions regulation level of the vehicles deployed in each team’s country. A total of 32 countries took part, 10 in Category A and 22 in Category B.

<table>
<thead>
<tr>
<th>Category</th>
<th>Rank</th>
<th>Country</th>
<th>Company</th>
</tr>
</thead>
<tbody>
<tr>
<td>Category A</td>
<td>1st place</td>
<td>Japan</td>
<td>ISUZU MOTORS CHUGOKUSHIKOKU LIMITED</td>
</tr>
<tr>
<td></td>
<td>2nd place</td>
<td>USA</td>
<td>ISUZU COMMERCIAL TRUCK OF AMERICA, INC.</td>
</tr>
<tr>
<td>Category B</td>
<td>1st place</td>
<td>Vietnam</td>
<td>ISUZU VIETNAM CO., LTD.</td>
</tr>
<tr>
<td></td>
<td>2nd place</td>
<td>Russia</td>
<td>JSC ISUZU RUS</td>
</tr>
</tbody>
</table>

◆ National Service/Parts Skill Competition

Isuzu holds an annual skill competition in which workers compete on a collection of all their day-to-day technologies.

National Service/Parts Skill Competition (Japan)

Isuzu holds this competition annually to encourage education and training programs because they help Isuzu After Sales staff to enhance their engineering skills, which leads to higher customer satisfaction. The competition also provides motivation, and its aim is to strengthen ties among staff members. In FY2019, participants competed with each other in individual and team matches to be the best in the country under the competition’s slogan “To be the No. 1 CV channel that people choose through reliable after-sales capabilities that support our customers’ operations!”

FY2019 Achievements

FY2019 National Service/Parts Skill Competition (November 2019)  | Approximately 149 participant members from all over the country were qualified to the final.
Training Employees of Isuzu Distributors

We offer training programs to the employees of the distributors that support transport for customers, so that they can boost their maintenance engineering skills and learn more advanced repair techniques. Service engineers are provided with basic and specialized knowledge about the structure of vehicles, engines, and other equipment as well as the mechanisms of various devices (such as electrical devices and DPDs). Service advisors are given training in diagnosis and explanation skills.

FY2019 Achievements

<table>
<thead>
<tr>
<th>Education at the Isuzu Monozukuri Service Training Center</th>
<th>For service engineers 8 courses and 83 sessions No. of participants: 791</th>
</tr>
</thead>
<tbody>
<tr>
<td>For service advisors 13 courses and 29 sessions No. of participants: 465</td>
<td></td>
</tr>
<tr>
<td>Maintenance engineering workshop 29 times</td>
<td></td>
</tr>
</tbody>
</table>

Feedback from Participants

- Until now, I’ve been servicing smoothers on a daily basis, but there were fundamentals that I wasn’t aware of, so I would sometimes have to consult my superiors or use stopgap solutions. This training allowed me to gain a firm grasp of the fundamentals and deepen my comprehension, so I want to apply what I’ve learned to my repairs going forward. (Sales company service engineer)
- This training allowed me to make many discoveries and come to understand a lot with regards to giving explanations to customers and asking questions about their problems that are useful for the servicing process. Starting tomorrow, I’d like to actively apply what I’ve learned and make this a plant with excellent customer service. My network connections with other sales companies expanded as well, which will come in handy in the future. I want to take advantage of them in my servicing going forward. (Sales company service advisor)
Customer Support

◆ Various Support Programs, Including Fuel Efficiency and Safe Driving Seminars

Isuzu has been offering its customers seminars on fuel-efficient and safe driving since 1995. In recent years, we have been conducting seminars based on our customers’ needs, such as how to utilize vehicle devices, demonstrations of the key points for accident prevention, and workshops on legal and regulatory trends.

Within Japan, these seminars are conducted at seminar facilities called Isuzu Premium Clubs—which are equipped with test courses and exclusively for our customers—located at our Fujisawa Plant and ISUZU HOKKAIDO PROVING GROUND. Seminars are also conducted at distributors all over Japan. Overseas, these seminars have been conducted so far for customers in 31 countries. We strive to help our customers in Japan and places all over the world drive our cars in even safer and more environmentally-friendly ways.

The number of participants increases each year, and customer demands for these seminars are also increasing. This year, we will continue to deliver useful information to our customers through these seminars.

Safe and ecological driving practice in session.

◆ Customer Information

The Customer Information section of the Isuzu website brings attention to accidents or failure risks from misuse or other reasons to warn customers who drive Isuzu vehicles.

The items added during FY2019 are as follows:

- Customer Information (FY2020) (Japanese only)
  https://www.isuzu.co.jp/oshirase/index_2020.html
- Avoiding the application of excessive force to axle shafts/final drives (Japanese only)
  https://www.isuzu.co.jp/oshirase/pdf/200226.pdf
- Regarding plastic grip inspections (Japanese only)
  https://www.isuzu.co.jp/oshirase/pdf/191227.pdf
- Notice regarding handling of vehicles that may have been affected by being submerged underwater or flooding (Japanese only)
  https://www.isuzu.co.jp/oshirase/191015.html
- Notice regarding handling of vehicles that may have been affected by being submerged underwater or flooding (Japanese only)
  https://www.isuzu.co.jp/oshirase/190829.html
- CNG gas vessel disposal manual (Japanese only)

◆ Responses to Longer Periods of Use

As a recent trend, we have seen longer periods of vehicle use and more mileage due to economic changes. There are many ways that inspection and maintenance can ensure safety for our customers over a long period of use. To prevent failures from occurring, Isuzu is fully prepared with parts to be regularly replaced in order to meet customer needs for periodic maintenance works.

Our scheme will continuously tackle improvements in inspection and maintenance, including the long-term use aspect, based on the actual status of use.
Customer Center (Japan)

Isuzu Customer Center (Japan) was established for the purpose of applying customer feedback to product quality improvement. Opinions received from customers are sent to relevant internal and external departments and are applied to efforts for improvement in product and service quality.

Customer feedback is also used in internal training and such for employees, thereby creating opportunities for listening to customers’ comments and improving the ability to pick up on customer requests by taking the approach of “customer first” from a fundamental point of view.

Customer opinions are mainly gathered via telephone, but we occasionally receive letters directly from them as well.

Customer Feedback

“I recently ended up letting go of my beloved Gemini. I don’t think there’s any vehicle as wonderful as this one, which I drove for 31 years. While Geminis are no longer being manufactured, there are high expectations for your company. Please continue making great vehicles.”

We received a letter full of gratitude from a customer who had driven their beloved Gemini for many years.

The enclosed photos, which show the annual mileage and maintenance records and document a 31-year period extending from the Showa era to the Reiwa era, were all taken with the same composition over the years: the customer standing in front of their home with their Gemini. They convey the affection the customer had for their vehicle, as well as the passage of time.

The Isuzu Customer Center expressed its gratitude to the customer for using their Gemini for so many years.

For inquiries, visit the websites below. (Japanese only)
https://www.isuzu.co.jp/inquiry/index.html
Intangible Support
Mimamori (Telematics for Commercial Vehicles)

Isuzu has focused on supporting commercial vehicles via the intangible aspects, and the symbol of this focus is Mimamori, our telematics system for commercial vehicles. Information is read from the computer controlling the vehicle, and support for driving and dynamic management is provided through information communication connections.

Features for facilitating daily compliance, such as daily operation reports, a digital tachograph, and labor management, as well as a full-scale dynamic state management function effective for ascertaining a vehicle’s current position and status, Eco-Drive, support for strict enforcement of safe driving, and various features effective for training crew members are all combined into a single package that greatly contributes to improving the efficiency of customer operation management.

PREISM (Advanced Genuine Maintenance Service Utilizing Vehicle Data)

PREISM is an advanced genuine maintenance service that provides predictive and preventive maintenance at Isuzu service centers prior to malfunctions based on condition data transmitted from vehicles, which helps to maintain their operation.

• Prevention
While servicing details and maintenance cycles differ depending on the vehicle operation status, because each individual vehicle’s condition data can be ascertained, it is possible to perform optimal predictive and preventive maintenance for each vehicle and reduce malfunctions.

• Immediate Repairs
Even if a malfunction occurs, at our Isuzu service centers, data that indicates a failure allows for the servicing details to be predicted prior to warehousing, which can shorten servicing time, reduce vehicle downtime and achieve improved operational stability.

The full lineups for the heavy-duty GIGA, medium-duty FORWARD, and light-duty ELF vehicles come with data transmission devices equipped as a standard feature, providing our customers with PREISM to support stable operation.
Isuzu’s mission is to support transportation, as well as the environment people live in and the production activities of society. The quality of our products and services is derived from the work quality of each and every employee. Isuzu leverages efforts to raise awareness about quality and knowledge since we believe that enhancing the performance quality of each individual employee—and not just those divisions directly involved in product quality—creates the quality that meets customer needs.

**Basic Mindset Behind Operational Quality Improvement**

The foundation of work is the experience, knowledge (tools and methods), and skills possessed by each individual, but even with experience, knowledge, and skills, it does not necessarily follow that operations will be carried out with good quality. For there to be operations of good quality, it is essential to have the intention of doing good work.

Isuzu provides employee education in both awareness and knowledge with the aim of improving operational quality.

**Education for Raising Awareness and Knowledge Among Employees**

To raise awareness of operational quality, Isuzu is holding a series of discussions for employees to talk about doing a good job from the customer perspective, using customer inquiries received by the Isuzu Customer Center and the annual Quality Month* (November) Top Message to employees.

We use the Quality Month message to generate awareness—such as hints to help each person think about what good work is and how to achieve it—with the aim of motivating people to take actual action. This is made known to all employees through the Isuzu News, published monthly, and each department conducts its own conversations and discussions.

* Quality Month: The Union of Japanese Scientists and Engineers, the Japanese Standards Association, and the Japan Chamber of Commerce and Industry have designated every November as Quality Month for the promotion of quality improvement activities.

**Raising Awareness**

**Discussions Among Employees**

To raise awareness of operational quality, Isuzu is holding a series of discussions for employees to talk about doing a good job from the customer perspective, using customer inquiries received by the Isuzu Customer Center and the annual Quality Month* (November) Top Message to employees.

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**Stationing Young Engineers at Distributors**

For the purpose of developing customer- and field-oriented mindsets necessary for product development, young engineers are stationed for half a year at five distributors nationwide, where they undergo training. By experiencing work firsthand at distributors, which are on the frontlines in terms of customer contact, this training allows engineers to learn through actual experience about the difficulties faced by customers as well as what brings joy to customers when they listen to raw customer feedback, which can then be utilized in actual development work.

**Quality Awareness Education for Isuzu Distributors**

To heighten quality awareness as part of the Isuzu Group, all distributors in Japan undergo the quality awareness education program, where they learn the importance of quality-related operations, including accurate and prompt information sharing, the reliable collection of defective parts, and implementation of recall campaigns without delay.

<table>
<thead>
<tr>
<th>FY2019 Achievements</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Stationing young engineers at distributors</td>
<td>15 participants</td>
</tr>
<tr>
<td>Quality awareness training for all distributors in Japan</td>
<td>22 locations, 528 participants</td>
</tr>
</tbody>
</table>
**Improving Knowledge (Knowledge-enhancing Program)**

Isuzu provides an education program for employees based on quality-related knowledge, including legal, regulatory, and QC training. For legal and regulatory training, the aim is to understand the laws related to the quality of Isuzu’s products by learning about the recall system of the Road Transport Vehicle Act. For QC training, we conduct an entry-level QC course, a basic problem-solving course, and a problem-solving practical course for quality improvement aimed at developing problem-solving and practical skills so as to effectively implement quality improvement at the workplace.

**FY2019 Achievements**

<table>
<thead>
<tr>
<th>Training Content</th>
<th>Participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>Road Transport Vehicle Act/recall system/QC training</td>
<td>Held for new employees 156 participants</td>
</tr>
<tr>
<td>QC Training I Experience practicing problem-solving using QC methods</td>
<td>114 participants</td>
</tr>
<tr>
<td>QC Training II Even more practical experience of problem-solving using QC methods</td>
<td>55 participants</td>
</tr>
</tbody>
</table>

**Isuzu Technical High School**

Isuzu Technical High School provides a one-year education and training program for trainees that are new technical employees who graduated from high school.

The school aims to provide the necessary basic knowledge for Isuzu’s technical employees, nurture future leaders, and develop globally-capable engineers. Training is conducted with an emphasis on the required knowledge, skills, and attitude for monozukuri (craftsmanship). Among trainees, those who show exceptionally high aspiration in monozukuri take on the challenge of the National Skills Competition in order to ascertain the results of their day-to-day technical training and further improve their skills.

In addition, school instructors are selected from those working in the field to provide guidance for trainees. This allows them to review their own operational knowledge, and at the same time learn how to develop talent, allowing the instructors themselves to grow as well.

Conducting such wide-ranging engineer development and skill inheritance not limited to trainees contributes toward quality improvement for Isuzu’s products.

**The 57th National Skills Competition**

(Aichi Prefecture, November 15 - November 18, 2019)

<table>
<thead>
<tr>
<th>Skill Category</th>
<th>Honorable Mention</th>
<th>Silver Prize</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lathe</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Mechanical Device Assembly</td>
<td>1 person</td>
<td></td>
</tr>
<tr>
<td>Automobile Sheet Metal</td>
<td>1 Silver Prize/1 Honorable Mention</td>
<td></td>
</tr>
</tbody>
</table>

6 participants from Isuzu Technical High School entered the competition. They earned prizes in all three work categories (lathe, mechanical device assembly, and automobile sheet metal). This is the first remarkable accomplishment since we resumed our participation in the National Skills Competition in 2007.