

Document name: Quality Policy	Document code:S-QMS-001
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Tycoon Global Trading Inc., based in Toronto, Ontario, Canada, was established in [2014] to provide [fenestration products] to customers across North America. Our organization is dedicated to delivering exceptional service through a culture of continuous improvement and rigorous adherence to industry standards, ensuring both customer satisfaction and operational excellence.

Quality is paramount to our business as we deeply value our customers. We strive to provide products and services that meet and exceed their expectations. Our commitment to continuous improvement is supported by a Quality Management System that provides a framework for measuring and enhancing our performance.

To achieve total customer satisfaction and continuous improvement, we have implemented the following systems and procedures:

- Regular collection and monitoring of customer feedback
- A comprehensive customer complaint procedure
- Supplier selection and performance monitoring against established criteria
- A stringent corrective and preventive action procedure
- Ongoing training and development for our employees
- Regular audits of our internal processes
- Measurable quality objectives that reflect our business goals
- Management reviews of audit results, customer feedback, and complaints

Our internal procedures are regularly reviewed and documented in a Quality Manual, which is accessible to all employees. While management holds ultimate responsibility for quality, we ensure that every employee understands their role and responsibilities within the company's quality framework.

Revision date:2024/06/18	Revision no.:0	CEO sig. :M.S	MR. sig.: H.A
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