



Quality Policy

1 Introduction

Suzy International is dedicated to supplying high quality products which meet the requirements of our Customers in a manner consistent with high Environmental and Ethical standards. As a Swimming Pool Cover Fastening Hardware Manufacturer, Suzy International ensures consistently high standards of quality, environmental control and ethical behavior, and the same is applied to our raw material suppliers also. Specifically, in the environmental and ethical areas, we will always meet all regulatory and legal requirements, for example Montreal Protocol and ensure the absolute exclusion of child or forced labour. Wherever possible we will actively support additional special requirements, for example 'Green' initiatives and programs, of our Customers.

2 Disclosure of Information

Any specification, drawings, design, manufacturing data, technical data, and other information provided by one party to the other pursuant to this statement shall be deemed to be confidential information and shall be treated in accordance with any existing non disclosure agreement between the parties. In any event, each party shall handle all confidential information of the other party in such a manner to ensure that it is not used for any purpose detrimental to the interest of the other party, or disclosed without consent given by the other party.

3 Quality Assurance

3.1 Quality Goal

3.1.1 Suzy International's quality goal is to supply defect-free product.

3.1.2 This goal is applied equally to Suzy International's suppliers.

3.1.3 All problems impacting this target will be reviewed, and improvement sought. Performance relating to this goal is reviewed internally and with Suzy International's suppliers.

3.2 Quality System

3.2.1 Suzy International's organization provides a dedicated quality focus to ensure that compliance with our goals and commitment detailed in this statement are reviewed at the highest level.

3.2.2 Suzy International has set up and maintains a quality system covering production and delivery in order to assure the quality of the Product supplied.

3.2.3 Since Suzy International is a Swimming Pool Cover Fastening Hardware Manufacturer, Suzy International assures the adequacy of the quality system of its suppliers and the quality of the raw material made by its suppliers.

3.3 Change Notification (PCN Process)

Any change in design, material, component or manufacturing process of the Product which Suzy International judge may impact the product's performance, form, fit or function, will not be implemented without seeking approval from its Customers for that product. A Product Change Notification (PCN) is issued prior to implementation of any change; on Customer request, Suzy International shall provide the necessary samples and evaluation reports.

3.4 Product and Process Assurance

3.4.1 Suzy International assures the quality of its product by a programme of rigorous verification of new product design and exact specification of product test, to ensure conformance with the published datasheet.

3.4.2 The processes applied by suppliers in manufacture of the goods, including test and inspection, are agreed by Suzy International and monitored on a regular basis to assure ongoing conformance of the product.

4 Process Improvement

4.1.1 Suzy International and its suppliers carry out ongoing activities for process improvement. Details of improvement relating to an issue experienced by a Customer will be shared with that Customer; otherwise such improvement activities are deemed confidential.

4.1.2 Such process improvements include determination of root cause, short-term corrective action plan and confirmation of effectiveness of corrective action (comparison between before and after action) and determination of prevention against recurrence of similar issues.

4.1.3 Specifically, all reported products failures experienced by a Customer will be analyzed to determine cause, corrective and preventive action, as described below.

5 Quality Improvement

5.1.1 Suzy International is committed to supplying defect-free products to its Customers. In addition to it Suzy International request that its Customers assist in this process by timely reporting of failures relating to the product. Where appropriate, Suzy International also request that Customers provide additional information to help understand the circumstances, and hence determine the cause of failure.

5.1.2 The Customer should send the list and description of reported defective product to Suzy International and request verification

5.1.3 The Customer should return reported defective product to Suzy International for verification test to confirm failure.

5.1.4 Suzy International requests that the Customer take all necessary precautions in returning product to prevent damage or loss.

5.1.5 Suzy International will respond with an initial verification report as quickly as possible.

5.1.6 If the failure in the product is confirmed as due to misuse, neglect, accident, improper storage, installation, handling or repair, or due to over-stress after shipment from Suzy International or due to any other reason which is not attributable to Suzy International, Suzy International would offer to work with the Customer to help determine the cause of failure. Otherwise, Suzy International will determine the relevant corrective and preventive action.

5.1.7 If Suzy International cannot confirm failure of the product, Suzy International would request the Customer's participation in ongoing investigation activities to determine the root cause of rejection.

5.1.8 Suzy International will strive to ensure completion of such failure analysis activity as quickly as possible. The goal for this is 10 working days from receipt of product. Due to the nature of such investigations, this target should be viewed as an average.

6 Customer Feedbacks

Suzy International welcomes and encourages Customer feedback to help continual improvement of the quality of the product and their supply.