
QUALITY POLICY

At Thermodyne International Ltd, our mission is to design, manufacture, and deliver high-quality custom shipping containers that meet the unique needs of our customers in commercial and military markets. We are committed to achieving and maintaining excellence through a systematic approach that emphasizes continuous improvement, compliance with ISO 9001 standards, and customer satisfaction. We reaffirm our commitment for providing reliable products and services through:

- Thoroughly understanding customer requirements
- Ensuring compliance with relevant statutory and regulatory standards
- Use of prime-quality raw materials, combined with a process controlled approach to manufacturing
- Training & motivating our team of employees
- Upgrading of capabilities
- Exploring & meeting global opportunities with applicable standards
- Implementation and continual improvement of quality management system

Together, we strive to maintain our reputation for excellence in the custom shipping container industry, delivering products that reflect our commitment to quality, reliability, and customer satisfaction.

QUALITY OBJECTIVES & KPI's

Product Acceptance by Customer $\geq 95\%$.

OTD (On-Time-Delivery) to Customer $\geq 90\%$.

Customer Satisfaction ≥ 3.5

Time from PO receipt to Entry $\geq 95\%$ within 2 business days.

Timeliness of Design Projects Completed $\geq 95\%$.

Supplier Quality $\geq 90\%$.

Supplier OTD $\geq 90\%$.