



## YOH! BRONCUR SA QUALITY STANDARDS POLICY

### 1. Introduction

- 1.1. Yoh! Broncur SA Quality Policy summarizes essential elements of our commitment for excellence and includes quality development, manufacturing and procurement of products and services with zero defects that are trusted and preferred by our customers;
- 1.2. Quality is integral to our business because we value our customers and strive to provide products and services which meet and even exceed customer experience and expectations.
- 1.3. Complying with relevant laws and regulations as well as internal requirements;
- 1.4. Continuously developing and challenging ourselves to improve the quality management system in order to assure zero defects and product safety through the review of quality objectives and results.
- 1.5. All functions across value chain are responsible for achieving Quality objectives and Management by process is essential in ensuring compliance and measuring customer satisfaction.

### 2. Objectives & Commitment

- 2.1. To provide product safety and full compliance by respecting our policies, principles and standards with full transparency.
- 2.2. Fully identify and conform to the needs of customers, improving customer satisfaction and experience.
- 2.3. Prevent defect outflow to the next process and look for opportunities to apply our continuous improvement approach to deliver high quality products and services.
- 2.4. Maintain and improve standards of manufacturing.
- 2.5. Strengthen supply chain by effective traceability system and feedback to enhance Quality Assurance

### 3. Customer Focus

- 3.1. As customer services and experiences are central to our focus, we will encourage continuous feedback from customers regarding our products and utilize their feedback as a means of continual improvement of product quality.
- 3.2. Yoh! Broncur SA reviews not only customer reviews and feedback but complaints in order to improve on customer satisfaction and experience.
- 3.3. Immediate intervention is initiated under circumstances where a customer is not satisfied with a product due to a potential defect;
- 3.4. Delivery costs of the item back to the dispatch location is paid in full by Yoh! Broncur SA to undergo further inspection and implement the Yoh! Broncur SA Returns Policy.
- 3.5. Based on the outcome of this inspection, Yoh! Broncur SA will determine the course of action based on an individual case basis.

### 4. Product Focus

- 4.1. We will provide quality products that offer consistency in performance, composition and physical appearance as they are presented and described on the Yoh! Broncur SA Online Store.
- 4.2. Continual improvement of product quality is ensured through research and customer feedback.

### 5. Process Approach

- 5.1. To ensure Quality Assurance, our process approach ensures the development and defining of specifications for the raw, manufactured and packaging of our products.
- 5.2. Yoh! Broncur SA develops and utilizes reliable and reproducible methods in product manufacturing and procurement.



- 5.3. Controlling our raw materials, developed products and packaging to provide quality products enables the design of specifications to be continuously met.
- 5.4. In order to ensure product performance, safety and quality, our products undergo Quality Inspections to ensure specifications are met.
- 5.5. Yoh! Broncur SA will review, document, and communicate all changes to equipment, methods or materials to ensure consistency. Changes may occur due to customer needs, ongoing regulatory compliance, and to support efficient delivery of our products to customers.
- 5.6. All parts of management must participate and contribute to the quality of each function to enable consistent delivery of high-quality products.

## **6. Mutual Beneficial Supplier Relationships**

- 6.1. It is of mutual benefit for suppliers and buyers to achieve high quality products and services.
- 6.2. The Process Approach to Quality Assurance is replicated with vendor products whereby initial sampling of products undergo inspection prior to Vendor Agreements being initiated.
- 6.3. The Vendor Agreement specifications outline the Quality Assurance objectives and criteria to be met by the proposed products to ensure reproducible quality is met;
- 6.4. Each product procurement undergoes individual specification requirements.
- 6.5. Yoh! Broncur SA implements selection and performance monitoring of vendors against the set objectives, specifications and criteria.
- 6.6. Under consignment agreements, every product undergoes Quality Assurance Inspection specific to the product to ensure zero defects and consistent Quality to the sample based product;
- 6.7. Under this inspection, where applicable to each product, product materials, stitching, labelling, branding, colours, sizing, and packaging meet the outlined specifications.
- 6.8. Photographic images are taken in conjunction with the completion of the Quality Inspection Form.
- 6.9. Under non-consignment agreements, Vendors guarantee the compliance of the Process Approach of Yoh! Broncur SA through the completion of the Quality Inspection Form and taking photographic images prior to delivery.

## **7. Contact Details**

- 7.1. For any further enquiries please email: [yohbroncursa@gmail.com](mailto:yohbroncursa@gmail.com)