



True Phantom Solutions Inc.

787 Ouellette Avenue
Windsor, Ontario, Canada, N9A 4J4
info@truephantom.com

QUALITY POLICY STATEMENT

Company True Phantom Solutions Inc. (Windsor, ON, Canada) was established in 2014 to provide tissue-mimicking models and materials to the medical imaging industry.

Quality is important to our business because we value our customers. We strive to provide our customers with products and services which meet and even exceed their expectations.

We are committed to continuous improvement and have established a Quality Management System which provides a framework for measuring and improving our performance.

We have the following systems and procedures in place to support us in our aim of total customer satisfaction and continuous improvement throughout our business:

- regular gathering and monitoring of customer feedback
- a customer complaints procedure
- selection and performance monitoring of suppliers against set criteria
- training and development for our employees
- regular audit of our internal processes
- measurable quality objectives which reflect our business aims
- management reviews of audit results, customer feedback, and complaints

Our internal procedures are reviewed periodically and available in a Quality Manual to all employees.

Although the Managing Directors have ultimate responsibility for Quality, all employees have a responsibility within their work areas to help ensure that Quality is embedded within the whole company.



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Quality Policy Statement Revision Status

Description of Revision	Date	Approved by
1) Quality Policy Statement Created	October 08 th 2014	Adrian Wydra
2) The Policy was reviewed to be included in Quality Manual	Mar 05 th , 2018	Adrian Wydra
3) The Quality policy statement was revised with a new office address.	May 29 th , 2023	Adrian Wydra

Revised By

Name: Mustafa Ali Misri
Title: Business Manager

Date:
Signature:

MAY 29th, 2023



Approved By:

Name: Adrian Wydra
Title: Chief Technology Officer

Date:
Signature:

May 29, 2023

