



شین زر ایگریکلچر ترڈینگ کمپنی ®

خوشحاله کرکیله , خوشحاله ژوند

**SHEEN ZAR AGRICULTURE TRADING Co** ®

*Happy Agriculture, Happy Life*

## Quality Management Policy

### Quality Policy Statement

At SHEEN ZAR AGRICULTURE TRADING COMPANY, we are committed to achieving excellence in all aspects of our agricultural trading and livestock operations through the implementation of a robust quality management system. We strive to consistently meet or exceed customer expectations by delivering agricultural products and services of the highest quality while continuously improving our processes in accordance with ISO 9001:2015 standards.

### Core Principles

#### 1. Customer Focus

We place our customers at the center of everything we do, understanding their current and future needs in the agricultural sector, meeting their requirements, and striving to exceed their expectations. Our success depends on customer satisfaction and loyalty across Afghanistan and the international markets we serve.

#### 2. Leadership Commitment

Our leadership team at SHEEN ZAR is fully committed to establishing unity of purpose and direction within the organization. We create and maintain an internal environment where employees can become fully engaged in achieving our quality objectives for agricultural trading and livestock operations.

#### 3. Engagement of People

We recognize that engaged, empowered, and competent employees at all levels are essential to enhance our capability to create and deliver value in agricultural products. We promote a culture where individuals take responsibility for their work quality at our Kabul headquarters and throughout our supply chain.

#### 4. Process Approach

We manage our agricultural trading activities as interconnected processes that function as a coherent system, enabling more consistent and predictable results. This systematic approach helps us optimize overall performance through effective process management and resource allocation.

#### 5. Continuous Improvement

We maintain a permanent focus on continuous improvement of our agricultural products, services, and processes. This commitment to ongoing enhancement is essential to maintaining our competitive advantage and organizational excellence in Afghanistan's agricultural sector.

#### 6. Evidence-based Decision Making

We make decisions based on the analysis and evaluation of data and information related to agricultural markets and livestock, leading to greater objectivity and confidence in decision-making. We maintain accurate records and use them to drive improvements.

#### 7. Relationship Management

We manage our relationships with interested parties, particularly suppliers, farmers, and partners, to optimize their impact on our performance. We build mutually beneficial relationships to enhance our ability to create value in the agricultural supply chain.

### Implementation and Compliance

#### Sheen Zar Agriculture Trading Co.

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### 1. Quality Management System

SHEEN ZAR AGRICULTURE TRADING COMPANY maintains a documented quality management system that complies with the requirements of ISO 9001:2015 standards and other relevant agricultural industry-specific requirements applicable to our operations in Afghanistan.

### 2. Quality Objectives

We establish measurable quality objectives at relevant functions, levels, and processes throughout our agricultural trading operations. These objectives align with our quality policy and strategic direction, and we regularly review progress against them.

### 3. Resource Management

We provide adequate resources, including competent personnel, appropriate infrastructure at our Kabul headquarters, and a suitable work environment, to ensure the effective operation of our quality management system for agricultural products and livestock trading.

### 4. Monitoring and Measurement

We systematically monitor and measure our processes, agricultural products, and services to verify conformity to requirements and identify opportunities for improvement in our trading operations.

### 5. Nonconformity and Corrective Action

We take appropriate actions to address nonconformities in our agricultural products and implement corrective measures to eliminate their causes and prevent recurrence, ensuring consistent quality for our customers.

### 6. Risk-based Thinking

We incorporate risk-based thinking throughout our quality management system to identify potential issues in agricultural trading before they occur and implement preventive measures accordingly, considering the unique challenges of the Afghan agricultural market.

### Communication and Awareness

This quality policy is communicated to all employees at our Kabul office and relevant interested parties throughout our supply chain. It is available to the public and regularly reviewed for continued suitability. All employees are responsible for adhering to the requirements of our quality management system and contributing to its effectiveness.

### Management Review

Top management regularly reviews the quality management system to ensure its continuing suitability, adequacy, effectiveness, and alignment with the strategic direction of SHEEN ZAR AGRICULTURE TRADING COMPANY in the agricultural sector.

Approved by:

M. BASHIR ARIAN

Business Development and Resource Mobilizations (BDRM)

Date: March 19, 2024



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