



QUALITY POLICY

Document No.	KP.KD.01
First Publication Date	24.09.2017
Rev.No/Rev. Date	00 / -
Page No.	1-2

POLICY

Our objective is to meet our customers' requests and requirements in due time, with the demanded service quality and in accordance with all legal conditions, as well as to develop solution and service suggestions that will eventually create added value for the end customers of our customers.

Understanding the expectations of our customers and providing the products and services that will meet those expectations on a regular basis can only be achieved through awareness and participation of all our employees.

With a view to achieve that objective, we will not only benefit from our human resources, but also focus on the development of a service management culture and the change management

Delivering Service and Management based on Customer Satisfaction involves the following components;

- Identification, understanding and meeting customer satisfaction expectation, and primary and secondary legislation conditions;
- Determining and addressing the risks and opportunities that could affect the conformity of offered service and the capability to enhance customer satisfaction; and
- Maintaining the focus on increasing customer satisfaction.

Understanding the expectations of our customers and providing the services that meet those expectations on a regular basis involves the following items;

- Understanding and complying with our contractual obligations,
- Evaluation of the processes in terms of added value and remove non-value add activity,
- Delivering an effective process performance, and
- Improvement of processes on the basis of assessment of data and knowledge.

PREPARED BY	Özlem EROĞLU	APPROVED BY	Bahadır FELEK



QUALITY POLICY

Document No.	KP.KD.01
First Publication Date	24.09.2017
Rev.No/Rev. Date	00 / -
Page No.	2-2

Our company strategy is to continuously review and reimprove our quality management system and working practices and procedures through effective process management.

We will drive towards;

- Establishing the required processes and practices,
- Determining the inputs required for processes and outputs expected,
- Establishing the sequence of processes and the linkage to each other,
- Determining and applying the criteria and methods required to run these processes effectively and to ensure controls,
- Identifying the resources,
- Effective risk management and identify improvement opportunities,
- Regular business reviews with the aim to continually improve

Effectiveness of the quality management system and control of processes are the responsibility of all employees.

Such responsibility includes the following elements:

- Providing the infrastructure and environment required to run the processes and to achieve service compatibility,
- Ensuring continuity of documented information to adequately support the management of processes,
- Guaranteeing that our processes yield the intended results,
- Ensuring the importance of customer satisfaction is achieved and maintained on all our employees,
- Guaranteeing maintenance of the quality management system's integrity, when a change is planned and applied in the quality management system.

PREPARED BY	Özlem EROĞLU	APPROVED BY	Bahadır FELEK