

CUSTOMER SATISFACTION POLICY

WE DECLARE THAT WE ARE COMMITTED TO ;

- 1- TAKE ALL CUSTOMER SUGGESTIONS AND COMPLAINTS INTO ACCOUNT IN AN OBJECTIVE, IMPARTIAL, ATTENTIVE APPROACH AND WITH STRICT CONFIDENTIALITY,
- 2- ASSESS ALL CUSTOMER SUGGESTIONS AND COMPLAINTS ACCORDING TO RELEVANT LAWS AND COMPANY QUALITY POLICY,
- 3- TAKE ALL THE CORRECTIVE ACTIONS IN ORDER TO PREVENT THE SAME DISSATISFACTION FROM OCCURRING AGAIN,
- 4- HAVE COMPLETE TRANSPARENCY IN OUR RELATIONS WITH OUR CUSTOMERS,
- 5- SOLVE ALL CUSTOMER COMPLAINTS



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