



## Customer Satisfaction Policy

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### Customer Satisfaction Policy

We consider the requests and notifications received from our customers, and we make effort to turn them into customer satisfaction and improve customer satisfaction continuously by measuring its effectiveness. We are committed to consider, mind and resolve any kind of notifications received from our customers on a solution-oriented basis in line with our Customer Satisfaction Principles.

*Our principles are*

- To be open to the adverse notifications and requests received from our customers
- To deal with all adverse notifications and requests with a solution-oriented approach in an objective, prompt, clear and reassuring manner
- To ensure the information flow and its traceability and that the measures to be taken for the customer requests and the development process are clearly traceable by establishing communication channels with the involved parties
- To offer customer-oriented solutions by learning about the expectations and suggestions of our customers through the product and service satisfaction measuring activities
- To determine the improvement opportunities for products, services, systems and processes and to carry out the necessary activities in line with the requests and suggestions received from our customers and employees
- To establish measurement and assessment systems for identifying the areas that are open to improvement and increasing the effectiveness in order to prevent the re-occurrence of dissatisfactions and to create permanent solutions
- To protect the information related to our customers in compliance with our information security policy