

Quality Policy

Quality commitment:

We are committed to delivering products and services of outstanding quality that meet or exceed our customers' expectations. Our overall objective is to establish and maintain our position as a leading company in our industry by providing high-performing and reliable solutions.

Customer focus:

We place our customers at the center of everything we do and strive to understand their needs, requirements, and expectations. Through continuous communication and customer feedback, we aim to adapt and improve our products and services to ensure complete customer satisfaction.

Continuous improvement:

We are firmly committed to the continuous improvement of our processes, products, and services. By applying principles of continual improvement and using measurable objectives and key performance indicators, we strive to eliminate waste, increase efficiency, and optimize our operations. Quality objectives that are measurable and relevant to our business are established annually and followed up through internal audits and management reviews.

Commitment to competence:

We recognize that our employees' competence and engagement are critical to achieving and maintaining the highest level of quality. We invest in education, training, and development to ensure that our employees have the necessary knowledge, skills, and tools to perform their tasks in the best possible way.

Openness and transparency:

We promote a culture of openness and transparency where communication and collaboration are encouraged at all levels of the organization. We welcome and encourage feedback and ideas from our employees, customers, and other interested parties to drive continuous improvement and innovation.

Compliance with laws and standards:

We are committed to complying with all applicable laws, regulations, and industry standards to ensure integrity, accountability, and quality in everything we do. We strive to uphold high ethical standards and to act with honesty, respect, and fairness in all our business activities and relationships.

By adhering to this Quality Policy, we aim to maintain our position as a reliable and respected supplier of high-quality products and services in the market.

Follow-up and revision:

This Quality Policy is reviewed annually in connection with management review and the evaluation of customer requirements, non-conformities, improvement suggestions, and quality objectives.

The purpose is to ensure that the policy supports the company's ambition for high quality, customer satisfaction, and continual improvement.

The review is documented and used as a basis for decisions regarding revisions, which are approved by the Managing Director. Any changes are communicated to all relevant parties.

Managing Director

Nevzet Kocan



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