

	QUALITY POLICY	Doküman No:	
		Revizyon No:	
		Kriter no:	A1

- To keep customer satisfaction at the highest level by meeting customer requests and expectations; to manage our complaint and suggestion system effectively and efficiently.
- To ensure that our customers see The Cettia Istanbul as a reliable, punctual, comfortable, technology-effective and referenced business with our quality and corporate way of doing business.
- To continuously improve our infrastructure in order to adapt to developing technology and social innovations; to provide regular trainings to our employees and business partners.
- To carry out regular internal and external audits with our independent audit mechanism in accordance with laws and regulations.
- To continuously improve our Integrated Management System processes and increase our corporate maturity level with the feedback from our customers, employees, subcontractors and stakeholders.

We are committed to implementing this policy and remain committed to continuous improvement.