

QUALITY POLICY

It is our mission to understand the expectations and requirements of our customers, to offer products and services on the demanded quality standard and to provide customer satisfaction after delivery.

ISO 9001: 2015 Quality Management System by implementing and continuing by providing the highest level of service in our sector is our preferred organization.

To achieve our goals, it is our company's common interest to realize the following objectives.

Namely;

- ★ Determining changed requests on time, responding quickly to requests, delivering and delivering projects on time, providing quality service and competitive prices, based on the needs and expectations of our customers (Internal / External Issues) and customer satisfaction,
- ★ To carry out the necessary studies to increase customer satisfaction by assessing the risks and opportunities that may affect the suitability of the product and services,
- ★ Kroman Çelik Sanayii A.Ş. to ensure that every individual who works in our organization understands and understands the quality policy of the organization. In fulfilling these conditions, ensure that all our personnel are trained in all aspects of achieving the goals, including the Quality Management System.
- ★ By adopting the process approach of the system, determining our processes, establishing interactions between processes and combining them with corporate production.
- ★ To ensure that our selected and optimized targets are consistent with each other and that these goals fully support the quality objectives we have specified in our Quality Manual.
- ★ To inspect, monitor and measure the inner workings for the healthy operation of the system's continuity.
- ★ To utilize the developing technology and to use and plan our resources in this direction in order to reach our target and constantly improve.

While we are trying to be among the "best" in our sector, knowing that we have the ISO 14001 and 45001 standards, we continue to respect the environment and human health and ensure the continuity of these standards.


Aydın ÖZGEN
General Manager

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