

CUSTOMER SATISFACTION MANAGEMENT SYSTEM POLICY



As Eurotec Mühendislik Plastikleri Sanayi ve Ticaret A.Ş. (Eurotec Engineering Plastics Inc. Co.), we aim to contribute sustainable development and to become the most respectful in our sector thanks to our Customer Satisfaction Management System that we established in accordance with our vision, mission, principles and values.

In accordance with this purpose; we commit to meet the requests of the clients reassuringly and;

- ❖ To move forward in national and international relations **in accordance with** the legal and other requirements and our company policy which meet the needs of the clients,
- ❖ Where the clients may easily submit their requests and complaints which are to be handled **objectively, fairly, carefully, impartially and confidentially,**
- ❖ Where the **improvements** and **controls** that are required in order to assure that the same complaint can never happen again, are to be made continuously,
- ❖ Where the complaints of the clients are to be **finalized** and the clients are to be informed **as soon as possible** which is assumed as the **main principle,**
- ❖ To evaluate the result informing processes which are to be submitted to the client, by a **customer-oriented** approach in accordance with the principle of **transparency, responsiveness** and **accountability principles,**
- ❖ To measure and assess **variable expectations of the clients** and to meet the **requirements of the clients,** and to announce these ones to all employees,

And by the **whole participation and conscious efforts** of our employees, who have **high motivation** and **success resolution,**

Management Representative

Superior Management