

## QUALITY POLICY

TÜV AUSTRIA TURK Certification Training and Inspection Services Ltd. Şti. carries out its conformity assessment and training services in accordance with national and international laws, regulations, legislation, standards, customer specifications and accreditation rules.

TÜV AUSTRIA TURK adopts the following seven basic principles of the TIC Council in order to increase the quality of service.

- ✓ Integrity,
- ✓ Conflict of Interest,
- ✓ Confidentiality and Data Protection,
- ✓ Anti-Bribery,
- ✓ Fair Business Conduct,
- ✓ Health and Safety,
- ✓ Fair Labour,

TÜV AUSTRIA TURK, in line with these basic principles;

- ✓ Undertakes to provide added value in the development of its customers' services, products and processes by adhering to the principles of impartiality and confidentiality, without compromising the principle of independence in the sectors it serves.
- ✓ Within the framework of the continuous improvement approach, it aims to increase the performance of the processes in an internationally competitive manner through periodic reviews by setting measurable targets for all business processes.
- ✓ Supports technically qualified specialists and qualified personnel through continuous training and effective communication.
- ✓ Offers innovative and result-oriented solutions by closely following the developing technology in order to meet the expectations and needs of all parties with a customer-oriented approach.
- ✓ Develops its processes with the suggestions of personnel within the framework of legal regulations and financial resources.

**Yankı ÜNAL**  
General Manager  
TÜV AUSTRIA TURK

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