



CUSTOMER SATISFACTION POLICY

It is ÇİMTAŞ's goal to apply the Customer Satisfaction Management System based on the concept of “**Customer Focus**”, in all of its operations and to improve the system in line with its mission, vision and values.

In this context and in accordance with the Quality Management System, ÇİMTAŞ's committed to:

- Fulfill standard requirements;
- Provide the necessary information and resources;
- Comply with applicable legal or other requirements;
- Handle customer requests and feedbacks on time based on principles of customer focus, transparency, accessibility, responsiveness, accountability, objectivity, information integrity, continuous improvement and confidentiality,
- Ensure that the Customer Satisfaction Management System can be understood and applied by customers and other interested parties at any level;
- Continuous improvement of the System, assess the customers expectations by measuring and to ensure customer satisfaction

Orkun SARISOY
CEO

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