

## **TEFAŞ QUALITY COMMITMENT**

TEFAŞ A.S. It has adopted the principle of reaching the highest quality in its products in all service branches within its field of activity, continuously improving processes within the framework of the philosophy of continuous improvement, raising the brand image, making the name TEFAŞ a symbol of quality and thus increasing its market share. In order to realize this principle, TEFAŞ A.Ş. undertakes to fulfill the legal conditions, regulatory requirements and customer conditions in all service branches within its field of activity within the scope of the countries in which it operates. It also undertakes that the necessary resources will be available at all times to fulfill this commitment. From this point of view, it is essential that the concept of "Total Quality" is adopted by all our employees and applied in all fields of activity. Our company asks all responsible personnel to make and implement the breakthroughs specified in the Quality-Environment Manual in order to increase the current quality level of our products. The effectiveness of the application will be evaluated in continuous review meetings.

## **TEFAŞ QUALITY POLICY**

To instill the customer satisfaction mentality to all personnel,

- To ensure that the philosophy of continuous improvement is adopted and implemented at the level of all stakeholders. To be in constant coordination with our manufacturers and customers,
- To take the necessary precautions and ensure the organization in order to leave a clean, livable and usable environment for future generations,
- To prevent unconscious consumption of our national wealth resources and to reduce losses, to continuously improve quality, increase productivity and use production resources in the best way,
- To provide continuous training to the personnel in order to improve quality awareness,
- To place quality awareness in new personnel through training,
- In case of defective production, stopping the production instead of sorting the parts after production.
- To eliminate the error at its source by taking the necessary precautions,
- To give quality information to the personnel in the production in a timely and complete manner,
- To find and implement permanent solutions by making use of group dynamics in the solution of quality problems,
- To control quality more effectively and to use statistical methods for this,
- To provide continuous training to our sub-industry on quality and environmental management system issues and to develop our sub-industry companies within the framework of the logic of continuous improvement.

## **TEFAŞ QUALITY OBJECTIVES**

- To reduce the number of customer complaints below the previous year,
- Contributing to the personal development of the personnel with trainings,
- To reduce customer return rates below the previous year's value,
- To improve the quality system within the framework of continuous improvement logic,
- Ensuring the motivation and continuity of the personnel, receiving and evaluating continuous suggestions from the personnel on productivity and quality improvement, and putting the appropriate ones into practice,
- To ensure that the number of days without an occupational accident in a year is at least 100 days,
- To ensure customer satisfaction and adopt this to all employees,
- Not to cause breakdown maintenance costs,
- Keeping preventive maintenance costs to a minimum,
- To increase the quality and product level of the sub-suppliers.