

QUALITY POLICY, VISION, MISSION AND VALUES

Our main purpose is to increase the “Customer Satisfaction” of both corporate users and end users by providing uninterrupted service at speech and transaction quality with outstanding knowledge.

In realizing this purpose;

- We cooperate and integrate with our customers to understand and analyze their expectations and meet and even exceed their requests. We offer different service channels to win with our customers.
- We sustain technology in the services we provide, in measuring the results and all other systems.
- Our main condition is to fulfill legal and legislative requirements and the contractual requirements.
- We know that the satisfaction of our employees, with whom we share information and responsibility, constitutes the basis of customer satisfaction. We are aware that we can provide the perfect services by winning the hearts and minds of our employees.
- Our indispensable principle is to ensure compliance to quality standards, continuously develop and measure the performance of our processes ranging from our suppliers to customers through effective management of resources.
- In order to achieve this, annual organization targets are set, announced to all employees and tracked in monthly Management Review Meetings throughout the year.