

# QUALITY and CUSTOMER SATISFACTION POLICY

04.07.2024

- Our purpose at Türk Prysmian Kablo ve Sistemleri A.Ş. is to ensure our customers our employees and our partners thus all our interested parties' satisfaction while maintaining our leader position in product quality and service delivery in energy and communication fields.
- In line with the foregoing purpose; our Quality and Customer Satisfaction Management System is constantly improved on basis of applicable legal requirements, national standards and customer demands.
- To increase the effectiveness of our management systems, great attention is given to the training of our employees. In this respect, necessary resources are provided to meet all requirements for working environments, factory infrastructure, financial and organizational requirements, and they are developed to meet changing needs.
- Quality and customer satisfaction system targets are one of the most important tools that we constantly use for the development of our continuous improvement approach. Smart quality targets are identified in parallel with Prysmian Group targets and reviewed by management in annual basis.
- We select our suppliers considering Prysmian quality approach and relations are developed as part of our management systems and maintained in the understanding of mutual trust and cooperation.
- In all departments of our organization, total quality management total productivity management and continuous improvement philosophies are adopted and applied to ensure systematic and efficient quality awareness. In addition, ensuring customer satisfaction is always our priority and it is our promise to always provide the best solutions to our customers.
- To maintain the quality and customer complaints management system effective and effective and efficient is our duty as Türk Prysmian Kablo Sistemleri A.Ş.
- We, as Türk Prysmian Kablo ve Sistemleri A.Ş.'s management, commit to ensure the continuity and provide the continuous improvement of our systems.

Erkan AYDOĞDU  
CEO



We are linked to each other,  
we work safely

