



## OUR QUALITY POLICY

Our primary goal is to achieve the desired product quality by bringing together the expectations of our customers and technological innovations.

To achieve this goal;

Developing an exemplary customer-centric culture;

- Keeping customer satisfaction ahead of other priorities
- Taking customers' feedback with real seriousness and taking action
- Fulfilling our commitments

Committed to providing quality and efficient products to our customers;

- Providing quality products and services
- Dealing with customer problems professionally
- To provide the same service quality worldwide
- Fully meeting customer expectations

To train our employees in line with demands and requirements and to develop their competencies;

- Our managers set an example with their behavior
- To train our employees as responsible and competent individuals
- To plan, control and continuously improve our business processes using excellence tools and methods.

We have adopted it as our duties to meet customer needs in a timely and complete manner, to measure our customers' perceptions and expectations at regular intervals, to improve service quality within the framework of our resources, and to take measures to increase customer satisfaction.

In this context, we undertake that we will work with all our strength to be an exemplary organization with our leadership in terms of quality in the Leather Manufacturing sector, by managing our activities in an integrated manner with the requirements of Environment and Occupational Health and Safety, and to provide resources for this purpose.

