



POL-21

CUSTOMER SATISFACTION POLICY

Our main goal is to meet the expectations and needs of our stakeholders from SARBAK METAL in the shortest time and in the most effective way without compromising our quality.

Keeping customer satisfaction in the first place and being open to incoming notifications, demands and critical opinions are among the basic behaviors adopted by each of our employees in this direction.

As Sarbak Metal, establishing communication channels with relevant parties, ensuring the flow and traceability of information, the measures to be taken for customer demands and the development process are kept above all else.

For this purpose, we always conduct product and service satisfaction measurement studies, learn the expectations and suggestions of our customers and offer customer-oriented solutions.

In line with the demands and suggestions from our customers and employees, determining the improvement opportunities in products, services, systems and processes and constantly implementing the necessary studies are among our priorities.

In order to prevent the recurrence of dissatisfactions and create permanent solutions, we aim to always move forward by establishing measurement and evaluation systems to determine the areas open to development and increase efficiency and by carrying out continuous improvement studies.

Sarbak Metal A.Ş. The top management ensures that the time, information, training, money, tools-equipment, workforce and control mechanisms required to achieve all these goals are created. Sarbak Metal, which has made quality its focal point, is committed to continuing its work with a constructive and solution-oriented perspective to meet customer satisfaction and expectations.