	Customer Satisfaction Policy			
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Customer Satisfaction Policy

We consider and assess the requests and feedback from our customers, and we exert maximum efforts to transform them into customer satisfaction and continuously improve them by measuring their efficiency. We are committed to dealing with and caring about all feedbacks from customers and generate solutions according to our Customer Satisfaction Principles.

Our Principles

- Being open to negative feedbacks and requests from our customers
- Taking all negative feedbacks and requests objectively, quickly, openly and reassuringly to generate solutions
- Establishing communication channels with relevant parties and ensuring flow of information and traceability and enabling that the measures to be taken in line with customer requests and the development process can be clearly tracked.
- Learning the expectations and suggestions of our customers by measuring their level of satisfaction regarding products and services and generating customer-focused solutions
- Identifying improvement opportunities in products, services, systems and processes in line with the requests and suggestions from our customers and employees and taking the necessary steps for this purpose
- Establishing measurement and assessment systems to identify the areas open to development and to increase efficiency to prevent recurrence of dissatisfaction and to create permanent solutions
- Protect the information about our customers in accordance with our information security policy