

Doküman No	PT-02/200
Sayfa No	1/1
Revizyon No	0
Revizyon Tarihi	
Yayın Tarihi	30.07.2021

Our primary goal with our expert, solution-oriented technical and administrative staff is to ensure the satisfaction of our customers at the highest level, to serve them in line with our commitments in accordance with international quality norms, and to improve and renew ourselves day by day.

In line with this policy;

- By ensuring that our customers can easily convey their requests, complaints and suggestions; With a customer-oriented approach, we handle all notifications meticulously in accordance with the principles of objectivity, confidentiality, accessibility and transparency, and evaluate them in line with legal requirements and company policies.
- We carry out activities to prevent the recurrence of complaints, and accordingly, we constantly review our processes, ensure and control the necessary improvements.
- We aim to establish long-term and permanent relationships with our customers based on trust.
- We meet the demands of our employees to increase the satisfaction of our customers, support their participation in processes and their contributions in this direction, and provide resources where they can improve themselves.

Salih BOSTANCI
SHIPYARD MANAGER