



## CUSTOMER SATISFACTION POLICY

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*“Customer Orientation” constitutes the foundation of the customer satisfaction policy of HKTM. We continuously enhance our processes in accordance with the requests and expectations of the customers and we aim to establish long term relations with our customers.*

*In order to ensure permanent customer satisfaction, whether the customer conditions are met or not and changing expectations of the customers are measured, assessed and announced to all employees, product development works are conducted and improvement activities are executed by reviewing the merest discontent concerning the presented product seriously.*

*HKTM agrees and undertakes to pursue a customer oriented approach by virtue of which the customers can communicate their requests and discontent easily, these requests and discontents are reviewed in an objective, equitable, careful and confidential manner that is in compliance with the legal requirements and our company policy, the required improvements and controls are permanently executed in order to avoid the arising of the same discontents once again, that is based on transparency with respect to its relations with the customers and which has accepted the resolution of all*

*customer discontents as the main principle.*

**General Manager**

**İlham ÇELEBİ**