

QUALITY POLICY OF INSPECTION SERVICES

THE POLICY OF ACE GLOBAL TURKEY IS:

- ✓ To fully implement and comply with rules and principles for efficiently meeting the customer expectations in the field of monitoring,
- ✓ To conduct all monitoring activities according to the accreditation rules,
- ✓ To conduct all monitoring activities according to the related standards, regulations, guidelines and documents such as Procedures and Instructions,
- ✓ To comply with and apply principles of confidentiality at each step as a person and person in charge and as a function; to protect integrity and imparity in decision making processes related to services to be provided by the establishment,
- ✓ To assure everyone has equal access to our services,
- ✓ To understand the customers and carefully attend to their demands and expectations,
- ✓ To work with specialists and personnel who are experienced and qualified in their respective fields; to provide the best service to our customers and to continuously develop efficiency of our team,
- ✓ To prefer reliable and accredited laboratories for tests and inspection services,
- ✓ To be very sensitive about customer complaints and to inform the related parties about outcomes,
- ✓ To support introduction of products that can trusted or safely used by the consumers,
- ✓ To serve all our customers impartially during all our operations to be performed as a monitoring organization committed to our Ethics, Impartiality and Independence, Confidentiality, Customer and Quality Oriented principles that are all open to Continuous Development and Improvement.

ÖZLEM ÖZDEMİR

ONUR KAL

MANAGEMENT REPRESENTATIVE

GENERAL MANAGER

ACE GLOBAL TURKEY GÖZETİM HİZMETLERİ A.Ş