

QUALITY POLICY

Our primary goal is to achieve the desired product quality by combining the expectations of our customers and technological innovations. In order to achieve this goal, we adopted these conceptions;

Developing an exemplary customer oriented culture;

- Prioritizing customer satisfaction
- Approaching customer feedbacks earnestly and acting accordingly
- Delivering our commitments

Promising high-quality and efficient products to our customers;

- Providing high-quality products and services
- Dealing with customer problems professionally
- Providing same level of quality all around the world
- Meeting customer expectations fully

Training our personnel and improving their competencies in a way that its quality cannot be doubted;

- Having our managers set an example with their behaviors
- Raising our personnel as responsible and competent individuals
- Always planning, controlling and improving our business processes by using excellence tools and methods
- Accepting and exhibiting best-practice, attitude and behavior

We are committed to meeting customer expectations on time and in full, measuring customer and dealer perceptions and expectations in regular intervals and improving the service quality within the frame of our resources and taking precautions for improving customer satisfaction.

Within this scope, we work with all our strength to become an exemplary institution through our leadership regarding quality in battery industry by managing our activities cohesively with Environment and Occupational Health Management Systems.

Eytan TARABLUS

General Manager

Signature

