

TAV OPERATION SERVICES QUALITY POLICY

"We are continuously improving our services in line with the changing needs, requirements and conditions of our customers within the scope of Customer Satisfaction oriented service concept."

Our fundamental policies are keeping our communication continuously open with our customers and add value to their lives by providing innovative and creative products and services which are respectful to the environment and current legal and legislative conditions and existence values and providing uniform services worldwide by means of extending of our services.

- Meeting customer expectation and complying with these request at highest level,
- Defining the communication channels for the customers and subcontractors/stakeholders and ensuring establishment of proper communicatio,
- Using modern technology, valid methods, information and management systems, and undertaking required research studies and investment for this purpose,
- Ensuring that improvement activities are adapted by the employees as a nature behavior after analyzing and developing the work processes.

APPROVAL
GENERAL MANAGER
Ali Bora İŞBULAN

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