

# SGS TURKEY QUALITY POLICY

SGS is the world's leading inspection, verification, testing and certification organization.

As SGS; our most important duties we have adopted;

- Based on our experiences since 1878; to ensure the continuity of our brand, which is the symbol of impartial, accurate and reliable service, and to continuously increase our service range in line with our strategic goals.
- To remain loyal to the principles of confidentiality, impartiality and independence based on the wishes of our stakeholders within the framework of laws and ethical rules, to improve our services with an innovative perspective and to create added value for our stakeholders.
- To fulfill the requirements of the relevant standards (TS EN ISO/IEC 17020, TS EN ISO/IEC 17021, TS EN ISO/IEC 17065, TS EN ISO/IEC 17025 and TS EN ISO 9001) in inspection, auditing, testing and certification activities and to continuously improve by providing sustainability.
- To increase our performance by evaluating the risks and opportunities that may arise in the developing and changing business world in line with the feedback of our stakeholders and our strategic goals.



As SGS, our most important support in the realization of our duties is our continuously developing corporate culture, which adopts the following issues as a principle.

- A working environment that motivates employees and stakeholders,
- Developing the culture and skills of the company and all employees,
- Creating an environment for all employees to share their ideas,
- Team work,
- Providing opportunities for all kinds of dynamic and exciting developments,
- The understanding that the most important resource among the service producing resources is human,
- A business environment that is commercially efficient and constantly developing and improving by spreading the technological development required by the age to all layers of the company,
- Continuous improvement of service quality and quality management system,
- Customer focus

Our biggest goal is to be the best at inspection, verification, testing and certification services in market where we can be one step ahead of our competitors in local and international areas and continuously provide the best service to our customers by creating a clear corporate approach by spreading the basic functions of our Quality Management System to every layer of our company, constantly improving our services and quality system, solving problems at the source, ensuring a continuous increase in customer satisfaction, improving communication and service performance.



SGS Turkey employees and managers as adopting corporate culture and digitalized corporate processes is responsible to work accordance with quality policy, quality objectives and procedures, to learn quality processes and follow developing technologies and national and international methods.

On behalf of managers and employees of SGS Supervise Gözetme Etüd Kontrol Servisleri A.Ş.

Nadin HAÇERESTUNÇ  
Managing Director

  
10/05/2021

WHEN YOU NEED TO BE SURE

**SGS**