



## **TAV OPERATION SERVICES QUALITY POLICY**

**"We are continuously improving our constantly innovating product and services in line with the changing needs, requirements and conditions of our customers within the scope of Customer Satisfaction and design of additional experience 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 under correct legal and legislative conditions and substantial values, providing uniform services worldwide by means of extending of our services.**

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

**APPROVAL**  
**GENERAL MANAGER**  
**Ali Bora İŞBULAN**



Rev.3

Rev.Date:31.01.2018