



Kontrolmatik Teknoloji Enerji ve Mühendislik A.Ş.

CUSTOMER SATISFACTION POLICY

KONTROLMATIK Technologies commits to innovate sustainable, transparent and innovative solutions that help its customers and partners to drive and transact into sustainable business inside out.

And our mission is to integrate sustainability into our business model, while supporting our customers and partners with products, services, tailor-made and turnkey solutions, sales and marketing & innovations as a 360-degree service.

KONTROLMATIK Technologies focus on empowering its customers and partners with the latest sustainable and trustable technologies.

Our company has constantly regarded customer satisfaction as a target. It is our main business target to detect what our customers expect from our company and services by always following the changes in customer values and behaviors systematically, and fulfil these expectations unconditionally.

We commit to our customers, employees, partners and other shareholders of our company in accordance with the conditions of our Customer Satisfaction Management System and regard as a mission to share with the public that:

1. Company holds ISO 10002: 2018 Customer Satisfaction Quality Management Certificate. Additionally, customer satisfaction is continually monitored in line with the ISO9001 and related standards, including ISO 14001, ISO 45001, ISO 50001 and ISO 27001.
2. we ensure 100% customer satisfaction by offering them service with the most correct methods and '0' defect, and we provide correct service the first time before formation of complaint.
3. our employees are in the base of customer satisfaction, and we carry out the required corrective and preventive actions in order to prevent reoccurrence of the same complaint,
4. we provide innovative solutions for customer requirements by following technology closely,
5. we have the fastest reaction time in services we offer our customers,

6. we provide solutions, which are in compliance with legal conditions, laws and regulations, attached to the traditions of Kontrolmatik Technologies Community and within the scope of our corporate sustainability principle for complaints.
7. We conduct customer satisfaction survey and measurement activities comply with the Manage Customer Satisfaction Process.