

OUR QUALITY POLICY

The aim is the constant improvement of customer satisfaction of **marm and SCA Assistance Services**, enhancement and maximization of quality approach in line with the standards and adopted ethics to be the consistent leader in the sector.

We work hard to treat our customers with their own philosophy and as a company meeting customers' requirements by using all its sources and IT infrastructure in the most qualified and effective manner with innovative and perfectible approach, our major principles in Quality Policy are as follows;

- Constantly improving our quality management system and ensuring its performance by all departments,
- Increasing efficiency of all departments and decreasing costs without compromising the quality,
- Offering the best and most accurate solution to our customers and project partners in line with their expectations,
- Supporting our employees with trainings for boosting their competencies while measuring effectiveness of trainings to ensure vocational development by special trainings,
- Bettering, improving and maximizing qualitative standards of our service provider network by audits,
- Embracing team spirit by all employees based on respect and affection,
- Fulfilling legal and regulatory conditions related to its scope of activities.

Chief Executive Officer

Mahmut KADİRBEYOĞLU