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# Marm Assistance Quality Policy

**marm**  
assistance

**Preparing Department:**  
Quality Department

**Record No:**

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MS-KP-01-05

**Release  
Date:**

—  
06.04.2021



**Marm Assistance Services** aims to become the continuous leader of the sector by continuously improving customer satisfaction, continuously improving the quality understanding within the framework of standards and ethical values we believe in and carrying it to the highest level.

While doing our job, we pay attention to the protection and development of the physical environment we live in. We know that resources are limited and we are looking for ways to use them in the most efficient way. We perceive pollution as the worst legacy we will leave to future generations and we are looking for ways to reduce it.

We are trying to touch our customers' customers with their philosophy and as an organisation that offers its services with an innovative and open to development understanding by using all its resources at the highest level of quality and efficiency with its technological infrastructure in line with meeting customer expectations;

- To ensure that our quality management system is continuously improved and implemented by all units,
- To reduce costs with an environmentalist approach without compromising quality by increasing the efficiency of all units,
- To provide the best and right solution to our customers and project partners in line with their expectations,
- Supporting our employees with trainings to improve their competencies, measuring the effectiveness of training, improving the process with special trainings in line with the needs and ensuring their professional development,
- To improve our external supplier network by qualifying it through audits and to raise its quality standards to the highest level,
- To make our employees adopt team spirit based on respect and love,
- To fulfil the legal and regulatory requirements within the framework of the subjects in which it is involved,

**General Manager**

Bilge Bora