

QUALITY POLICY AND SYSTEM

- To prioritize cooperation with all our customers, suppliers and business partners in our activities,
- To meet the expectations and demands of our customers,
- Contributing to the development of the sector,
- To provide products and services without interruption,
- To continuously improve our quality, service and technology,
- Prevent waste and reduce costs,
- Ensure product safety and standards,
- Increasing stakeholder satisfaction,
- Ensuring SEGER's continuity.

SEGER is IATF 16949 certified and when determining the processes needed for the quality management system IATF has adopted the Process Approach. In this context, processes are categorized into three main groups:

- Customer Oriented Processes
- Support Processes
- Managerial Processes

Association between our processes and IATF 16949 standard clauses, Annex-7 IATF 16949:2016 & Quality Management System Processes are specified with the Relationship Matrix. Each process, process flow and process plan with "Process Flow Diagrams" with the "Process Approach Procedure". Details are defined in the "Process Approach Procedure".

At the heart of our Quality Management System;

- Doing our job with clear and measurable targets and schedule
- Providing all necessary resources for the implementation of the Quality Management System
- Improving our processes on a regular basis
- Continuously receive customer feedback and incorporate it into the operation process
- Ensuring that our employees receive trainings that will improve their skills, and providing local and cooperating with global structures
- Being with competent and experienced employees
- Continuously improve and develop our governance structure
- Compliance with laws and regulations.

Our commitment to quality is an integral part of the responsibilities of all our employees.