

QUALITY POLICY

As Cladmate Facade Systems, we support our commitment to ensuring excellence in all our operations with a quality management system. This quality policy is determined in accordance with the context of our organisation, its strategic objectives and customer requirements, and is implemented with the aim of continuous improvement. As a global cladding systems manufacturer, we effectively implement our quality management system in line with the following principles:

- Our quality policy has been developed in line with our organisation's strategic direction, goals and context. This policy has been shaped in a manner sensitive to changes in the internal and external context.
- Our quality objectives have been determined based on understanding the needs and expectations of all interested parties (employees, customers, suppliers, regulatory authorities and other stakeholders). Meeting these needs is a key factor in ensuring the sustainable success of our organisation.
- We adopt a customer-centric approach to understanding customer requirements and exceeding expectations. Effectively managing customer complaints, being solution-oriented and continuously monitoring customer satisfaction are among our priorities.
- We review our quality management system to ensure continuous improvement by regularly monitoring the performance of our processes, products and services. This monitoring provides a basis for identifying and implementing development opportunities. The efficiency and effectiveness of processes are continuously monitored and evaluated to achieve our quality objectives.
- Our quality policy provides a framework for setting objectives that are consistent with our organisation's goals and context. It also includes a commitment to fulfilling all legal, regulatory and customer requirements.
- We provide continuous training and development opportunities to enable our employees to maintain quality standards. By encouraging employee participation, we increase the effectiveness of the quality management system.

To achieve our quality objectives, we establish strong collaborations with suppliers to ensure that the materials and components used meet our quality standards. Quality, reliability and sustainability are priority factors in supplier selection.



Cumhur KANTARCI
Managing Director
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