



OUR CUSTOMER SATISFACTION POLICY

The aim of Sanver Mühendislik Elek. Elektr. Bilg. Sis. Mak. San. Ve. Tic. LTD. ŞTİ, operating in the fields of **“Industrial Automation Systems and Project-Based Machine Manufacturing,”** is to meet the needs and expectations of our customers at the highest level, ensure their satisfaction, and continuously strengthen their relationship with our company. While enhancing customer satisfaction and ensuring the sustainable success of our company, the management and all employees commit to complying with the following principles:

- In all our activities, we prioritize the needs, expectations, and requests of our customers. We respond to customer feedback quickly and effectively.
- We establish effective communication with our customers and keep them informed. In case of any complaint or feedback, we produce prompt solutions.
- We always prioritize quality in our products and services. We aim to provide our customers with a safe, high-quality, and seamless experience.
- Personal information of our customers is requested for the purposes of evaluating and resolving the complaint, ensuring the necessary communication with the complainant, and analyzing complaint processes to improve service quality.
- We equip our employees with the necessary skills and knowledge to ensure customer satisfaction and support their continuous training and development.

This has been adopted as the Customer Satisfaction Policy.

General Manager

