

QUALITY POLICY



INTEGRATED MANAGEMENT SYSTEM POLICY

MAPA Makina Parçaları Endüstrisi A.Ş. manufactures its products in compliance with national and international standards and operates with care for the environment as well as for the health and safety of its employees.

MAPA Management has gathered its Quality, Occupational Health and Safety and Environment (“HSE”) policies under the Integrated Management System Policy.

As a result, MAPA commits to:

- Complying with national and international standards as well as regulations;
- Meeting customers’ quality performance expectations;
- Protecting the environment including pollution prevention;
- Supporting the use of sustainable resources;
- Manufacturing products recyclable at the end of lifetime;
- Preventing injuries and occupational diseases;
- Providing necessary support to its subcontractors and suppliers for them to operate in line with the above principles;
- Training employees to increase their level of awareness and improve their skills in these areas;

MAPA Management is aware of the importance of resource allocation to increase and continuously improve the efficiency of the Integrated Management System.

ACTIONS TO ENFORCE THE POLICY

MAPA carries out the following activities on a regular basis with all its employees and business partners to ensure continuous improvement in Quality and HSE.

- All principles and procedures are documented as per the Integrated Management System Policy.
- Employees receive regular trainings on respective policies and procedures to increase awareness and understanding of the Integrated Management System.
- MAPA evaluates customer opinions and expectations related to its products and services through regular surveys and interviews in order to constantly improve its product range and quality.
- MAPA analyzes customer claims and requests to identify continuous development opportunities for its products and processes and takes actions where necessary.
- MAPA promotes employee suggestion system and Kaizen studies to ensure that employees contribute to the Integrated Management System.
- MAPA monitors its suppliers and subcontractors to ensure that their business processes are in line with the mutually signed contracts and legal obligations. MAPA asks its suppliers and subcontractors to make improvements where necessary and audits the results.