

QUALITY POLICY



QUALITY, ENVIRONMENT, OCCUPATIONAL HEALTH AND SAFETY POLICY

MAPA Makina Parçaları Endüstrisi A.Ş. engages in its business operations within the certain principles in compliance with the respective national and international standards, at the right time, considering the safety and health of the employees in the job environment.

Accordingly, MAPA Management has established and maintains an Integrated Management System Policy that covers the aspects of Quality, Environment and OHS in order to:

- Comply with all the respective national and international standards as well as all the legal obligations;
- Meet the customer expectations in respect of quality performance;
- Protect the environment and, prevent pollution;
- Support the use of sustainable resources;
- Manufacture products recoverable at the end of lifetime;
- Prevent injuries and occupational diseases;
- Provide necessary assistance so that subcontractors and suppliers are able to operate in line these principles;
- Ensure that employees are involved in the training processes to increase the level for their awareness and, continuously improve their competencies;

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

CRITERIA DURING THE PROCESS OF ENFORCEMENT OF THE POLICY

MAPA carries out the following activities on a regular basis with all the employees and business partners to provide continuous improvement in respect of Quality, Environment and OHS.

- All the working principles and procedures are documented as per the Integrated Management Standards.
- Employees are given training on a regular basis in respect of the respective policies and procedures to increase the level of awareness about the course of the Integrated Management System.
- Opinions and expectations of the customers concerning the products and services are monitored through the interviews and surveys, the results of which are used to extend the range of products and, increase the level of quality.
- Complaints and requests from the customers are analyzed to identify and put into practice the continuous development opportunities in respect of products and processes.
- Suggestion systems and Kaizen studies are applied in order to ensure that employees participate in and contribute to the Integrated Management System.
- MAPA monitors the obligations that all the suppliers and subcontractors are required to comply with and, require them to develop their own business processes in such areas for which they are responsible and, analyze their performances accordingly.