

CUSTOMER SATISFACTION POLICY

Assan Lojistik carries out its logistics activities with a customer-oriented approach, listens to its customers carefully without any economic expectation by offering effective access channels through which customers can easily communicate their expectations and needs, complaints, suggestions and satisfaction, applies compensation methods to achieve customer satisfaction when necessary, evaluates customer feedback, produces solutions and hereby declares the Customer Satisfaction Policy to ensure continuous improvement in its processes with the information obtained.

In accordance with this purpose, we are committed to:

maintaining continuity in meeting customer needs and expectations with a customer-oriented approach,

Managing customer complaints and the processes of effectively detecting, identifying, analysing, directing, generating solutions and notifying the customer of the results by evaluating them in accordance with the principles of transparency, accessibility, responsiveness, objectivity and confidentiality, and to continuous improvement,

Measuring the satisfaction of our customers with our services and to continue our improvement activities in a continuous and systematic manner as a result.

Achieving customer satisfaction by complying with legal regulations and standards while carrying out our activities.

Being transparent to our stakeholders in our services and practices,

We are committed that the personal data of our customers will not be shared with third parties and organisations without the consent of the customer.

As ASSAN LOJİSTİK A.Ş., we are committed to implementing and continuously improving the requirements of TS 10002 standard with the participation of all our employees by increasing the awareness of our employees.

BURÇİN BİLGİN

GENERAL MANAGER OF ASSAN LOGISTICS