

PARSAN Customer Satisfaction & Complaint Handling Policy

Our vision is,

To be the market leader and the most preferred solution partner in our nearby geography and in Europe, in the sectors we serve.

Mision,

We provide long-term, advantageous business partnerships for both parties by providing forged parts and services related to these products, ready for assembly.

We grow our business volume, product range and added value with controlled steps and in addition, we increase the customer satisfaction provided by the productive processes we have developed.

Our values are,

- Progress towards perfection
- Honesty.
- Environmental awareness And Respect for environment.
- Discipline.
- Reliability.
- Respect and Courtesy.

Our policy is,

As Parsan Steel Forging&Machining Co. we are customer oriented.

Parsan carries out its products and services in accordance with AS9100, IATF16969, ISO9001 and ISO10002 management system standards, with the awareness of increasing customer satisfaction and ensuring its continuity, making customer focus continual and sustainable.

Within the scope of Customer Satisfaction Management System, it is based on continual improvement and sustainability in line with the following principles and basic principles:

- Parsan considers compliance with customer targets as a true success of the Quality Management System.
- Parsan addresses the meeting of customer needs and expectations as the most basic principle.
- Parsan handles customer needs and expectations in an open, transparent, effective, fast and most importantly customer-oriented manner.

In this context;

- Minimizing the number of complaints or downtimes in production,
- Minimizing customer external defects,
- Reducing the number of premium freight cases to zero,
- Providing customer in desired quantities and on time delivery,
- If any, plans, performs, checks and improves the necessary works to take into account the special status of the customer.

Customer orientation is based on all activities before and after sales.

Parsan addresses a problem detected at the customer as its own problem and with problem solving methods, due diligence, research at its own place and at the customer site, showing immediate reaction, reaching the real root cause, planning and implementing corrective actions, taking permanent measures, applying success control. implements meticulously.

Customer complaints are handled, analyzed and resolved by empathizing with the customer.

Parsan carries out the analysis process in accordance with legal regulations, customer specific conditions and management system conditions. While doing this, Parsan evaluates and finds solutions in an objective, impartial, fair and confidential sense.

In this context, it uses all communication methods in the most appropriate way.
(On-site visiting and meeting, inviting and on-site meeting, video conference, teleconference, telephone, internet, email etc.)

Customer satisfaction and complaint results are discussed and reported with Top Management and intrested parties at daily management meetings and Management Review meetings.

In the solutions of customer complaints, customer requests and suggestions are absolutely taken into consideration and in this process, Parsan uses/applies the necessary problem solving methods in order to provide the most appropriate solution, especially the "8-Discipline Method". Parsan monitors and finalizes the complaints.

PARSAN Steel Forging & Machining Co.
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Mechanical Engineer (PhD.)
The Executive Board President of Giriş Industry Group

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Parsan Müşteri Memnuniyeti Politikası (Eng.)



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