

CUSTOMERS

- 💡 They expect quality, efficiency, and performance.
- 💡 They evaluate us not by our words, but by our work.
- 💡 They compare us with our competitors.
- 💡 Every interaction they have with us is important and influences their perception.

NEVER

- ☝ We should not be unprepared or indecisive in front of the customer.
- ☝ We should not reflect our internal problems to the customer or involve the customer in them.
- ☝ We should not surprise the customer.
- ☝ We should not act with the assumption that any job is guaranteed to be ours.
- ☝ We should not forget to thank them for working with us.

ALWAYS

- ☝ We should evaluate ourselves from the customer's perspective.
- ☝ We should be open, clear, honest, and fair in our relationships.
- ☝ We should make the customer's interactions with us easy and pleasant.
- ☝ We should continuously improve ourselves to provide better service.
- ☝ We should contribute to the customer's success and help them achieve added value.
- ☝ In return for the amount they pay us, we should deliver the highest level of service value.
- ☝ We should stand behind our products and services, and in case of a problem, be proactive, decisive, and solution-oriented.
- ☝ We should remember that everything explained here is also known by our competitors.

As RUMELİ MAKİNA;

In line with our environmental and people-oriented policies determined within the framework of Quality, Environment, Occupational Health and Safety Management Systems, we commit to:

- Understanding and continuously striving to meet our customers' needs and potential expectations,
- Encouraging our employees' participation and motivating them to use their abilities to achieve organizational goals,
- Ensuring the continuity of our quality approach in order to achieve our Quality, Environment and Occupational Health and Safety objectives and being a model organization for the society and environment we operate in,
- Achieving customer satisfaction through employee satisfaction and service quality,
- Being a reliable organization that meets the needs and expectations of relevant stakeholders at the highest level,
- Establishing mutually beneficial relationships with our suppliers and enabling them to contribute to our product development,
- Creating a healthy and safe working environment by considering OHS hazards and managing risks,
- Consulting with employees and employee representatives and ensuring their participation,
- Following developments in the sector and carrying out our Research and Development activities accordingly,
- Providing all employees with training related to quality, OHS and environmental management systems and ensuring suitable working conditions to achieve our goals,
- Achieving the goal of zero accidents within the scope of occupational health and safety activities and developing systems to prevent occupational diseases,
- Complying with applicable Quality, Environment and OHS legislation and other requirements we are obliged
- Ensuring that this policy is communicated to all employees and that all employees work with awareness of quality, environment and occupational safety,
- Cooperating with official authorities in accordance with national and international legislation, guided by our efforts and ethical values aimed at environmental protection and prevention of environmental pollution,
- Minimizing natural resource consumption and environmental pollution in all our activities,
- Continuously improving the effectiveness of our Quality, Environment and Occupational Health and Safety Management Systems by taking preventive actions at the source of existing or potential problems and learning from past mistakes, in line with the Continuous Improvement approach.

WE COMMIT.

Our organization, in order to move toward improved performance, has adopted the following Quality Management Principles in addition to other management disciplines.

○ **CUSTOMER-CENTRIC APPROACH**

Due to our commitment to customers, we aim to understand current and future customer needs, fulfill customer requirements, and be willing to exceed customer expectations.

○ **LEADERSHIP**

By prioritizing environment and occupational health and safety, to establish unity of purpose and direction within the organization, to create an internal environment in which individuals are fully involved in achieving organizational objectives, and to ensure its continuity.

○ **ENGAGEMENT OF PEOPLE**

To ensure that individuals' abilities are used for the benefit of the organization through their full engagement.

○ **PROCESS APPROACH**

By considering environment and occupational health and safety, to achieve intended results more efficiently by managing activities and related resources as processes.

○ **SYSTEM APPROACH TO MANAGEMENT**

To contribute to the effectiveness and efficiency of the organization in achieving its objectives by identifying, understanding, and managing interrelated processes as a system.

○ **CONTINUAL IMPROVEMENT**

To continually improve the overall performance of the organization.

○ **FACT-BASED DECISION MAKING**

To base effective decisions on the analysis of data and information.

○ **MUTUALLY BENEFICIAL SUPPLIER RELATIONSHIPS**

By establishing a mutually beneficial relationship between the organization and its suppliers, to enhance both parties' ability to create positive value.

The stated quality management principles form the basis for quality management system standards.

OUR MISSION

Rumeli Makina was established to become a preferred supplier for national and international customers.

Our company's activities include manufacturing through turning, machining, and other specialized metal processing methods.

Continuous improvement with sensitivity to the environment and occupational safety, value-added process management, process improvement, and customer satisfaction are the key factors of our success.

In order to be a preferred supplier, Rumeli offers the highest level of quality, on-time delivery, and optimal pricing solutions.

We provide the necessary resources for project-based investments, a modern and up-to-date machinery park, technical expertise, environmentally responsible production, an effective supply chain, and qualified and satisfied personnel.

OUR VISION

A sustainable organizational structure, an innovative approach, trust, and transparency are our fundamental principles in line with our vision.

We believe that customer satisfaction is the foundation of our future.

Environmental protection and occupational health and safety are prioritized in our products and manufacturing facilities.

Processes focused on effectiveness and efficiency make us a preferred supplier.

We design our processes to meet the requirements of the automotive, defense industry, aviation, construction machinery, electrical industry, and other industrial sectors.

RUMELİ MAKİNA