



# QUALITY MANAGEMENT SYSTEM (QMS) POLICY

Document No	POL.015
Date of Release	05.04.2021
Revision Date	12.12.2022
Revision No	01

**As Kafein Yazılım Hizmetleri Tic. A.Ş;**

## OUR VISION

With our professional, self-confident and business-conscious staff, with our transparent organizational structure, by adopting an effective and continuously self-renewing quality management system approach, we aim to be among the leading software companies that meet the needs and expectations in the sector by using technological change, transform the creativity of our employees into customer satisfaction, act risk-based, and have international competitive power.

## OUR MISSION

Through high-tech software and R&D studies, our mission is to provide high quality products and solutions that reduce error rates and increase work efficiency in the health, logistics, textile, food and service sectors and to lead the use and development of software, machines and technology in Turkey.

## OUR VALUES AND PRINCIPLES

- ✓ Working with a focus on customer satisfaction
- ✓ Keeping customer satisfaction at the highest level by using time effectively and efficiently
- ✓ In addition to meeting expectations, exceeding expectations, always doing the best
- ✓ Working in a team approach
- ✓ To be responsible to society and respectful to moral and national values while producing
- ✓ To carry out all our activities by adhering to the principles of confidentiality and trust
- ✓ Ensuring that employees receive trainings that enable them to improve themselves and increase their self-confidence
- ✓ Always being ready and open to change and continuous improvement
- ✓ Continuously improve and enhance our performance for excellence

**GENERAL MANAGER**

PREPARED BY QUALITY MANAGEMENT OFFICER	APPROVED BY QUALITY MANAGER
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## QUALITY POLICY

- ✓ To ensure customer satisfaction with a quality service delivery and to increase customer satisfaction by focusing on increasing our service quality with continuous improvement.
- ✓ To meet the needs and expectations of our customers by taking into account the requirements of international standards and legal regulations with competent personnel who have the knowledge and equipment required by the service provided.
- ✓ To conduct risk-based studies by using time effectively and efficiently.
- ✓ To establish, implement, continuously improve and ensure the effectiveness of the quality management system in accordance with the requirements of ISO 9001:2015 standards.
- ✓ To work in accordance with the quality management system and to support quality targets, to ensure the support and contribution of all personnel in the realization of the determined targets.
- ✓ To carry out the services provided by adhering to the principles of confidentiality and reliability.
- ✓ To be responsible to the society and respectful to moral and national values while providing services.
- ✓ To organize events and trainings that enable employees to improve themselves and increase their self-confidence.

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## SENIOR MANAGEMENT STATEMENT

I declare and undertake ;

- ✓ To recruit, guide and support people who will contribute to the effectiveness of the Quality Management System,
- ✓ To promote a process approach, risk-based thinking and continuous improvement,
- ✓ Not to show privileges to individuals, not to put pressure on employees and to prevent pressure from being exerted, not to influence staff, to provide services adhering to the principle of impartiality, to prevent any external commercial and financial pressures,
- ✓ To establish and ensure the implementation of policies and procedures that ensure the protection of confidential information and proprietary rights of its customers,
- ✓ To ensure an appropriate communication system for the effective functioning of the management system,
- ✓ To provide all necessary resources for the implementation, development and continuous improvement of the effectiveness of the Quality Management System,
- ✓ To ensure the integrity of the management system when changes to the management system are planned and implemented.

GENERAL MANAGER

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