

As a company operating in the information technology sector, **Bilgi Birikim Sistemleri (BBS)** is fully committed to customer satisfaction. Customer satisfaction is directly proportional to the quality of the work carried out by the company.

Based on this understanding, our commitments are:

- ✓ To be a company with strong sales capabilities and high service capacity,
- ✓ To adopt continuous improvement as a core company principle,
- ✓ To continuously follow emerging technologies and ensure that our personnel are equipped with the knowledge and skills required to keep up with technological developments,
- ✓ To ensure the highest level of customer satisfaction by evaluating customer complaints and suggestions related to our services and taking necessary actions for improvement, while maintaining dynamic and effective feedback mechanisms,
- ✓ To consider customer satisfaction as equivalent to employee happiness,
- ✓ To ensure the continuous improvement of the quality management system under the leadership of the management team.

These principles constitute the **Quality Policy** of **Bilgi Birikim Sistemleri**.

Bekir Alp Sayın
General Manager