



01

ENKA

QUALITY POLICY

02

CUSTOMER FOCUS & FEEDBACK

- ALIGN WITH CUSTOMER ON REQUIREMENTS AND METRICS
- ENGAGE FREQUENTLY WITH CUSTOMER ON QUALITY PERFORMANCE
- RESPOND QUICKLY TO CUSTOMER CONCERNS & IDEAS
- FOCUS ON ENHANCING CUSTOMER SATISFACTION
- SATISFY APPLICABLE REQUIREMENTS

03

LEADERSHIP & MANAGEMENT

- SUPPORT INDIVIDUALS WHO IDENTIFY QUALITY ISSUES
- MAINTAIN OPEN ENVIRONMENT
- PROVIDE RESOURCES NEEDED FOR THE QMS
- TAKE ACCOUNTABILITY FOR THE EFFECTIVENESS OF QMS
- PROMOTE THE USE OF PROCESS APPROACH AND RISK-BASED THINKING

PRIDE & EMPOWERMENT

- QUALITY NOT SACRIFICED FOR COST OR SCHEDULE
- EMPLOYEES SHOW PRIDE IN AND HAVE ACCOUNTABILITY FOR WORK QUALITY
- EMPLOYEES EMPOWERED TO REPORT QUALITY CONCERNS AND PROVIDE FEEDBACK

04

PROCESSES & PROCEDURES

- EMPLOY EFFECTIVE PROCEDURES, PROCESSES AND TRAINING
- ADHERENCE TO PROCESSES EMBEDDED IN CULTURE
- IMPROVE PROCEDURES IN TIMELY MANNER
- ENCOURAGE FEEDBACK TO IMPROVE PROCESSES
- CONTINUAL IMPROVEMENT OF QMS

OPEN ENVIRONMENT

05

MONITOR & COMMUNICATE

- HAVE A QUESTIONING ATTITUDE
- ADDRESS ISSUES IN TRANSPARENT MANNER
- PAUSE/STOP WORK ENCOURAGED IF QUALITY IS QUESTIONABLE
- EMPLOYEES ENCOURAGED IN IDENTIFYING & RESOLVING QUALITY ISSUES

KNOWLEDGE & SUSTAINABILITY

06



- AGGRESSIVELY SEEK OUT AND REPORT PROBLEMS
- RESOLVE ISSUES IN TIMELY MANNER
- MONITOR QUALITY METRICS
- SHARE LESSONS LEARNED, BEST PRACTICES TO MAKE THEM INSTITUTIONALIZED

07

MEHMET TARA
 PRESIDENT AND CHAIRMAN OF THE EXECUTIVE COMMITTEE
 31.03.2017

- PROTECT AND SUSTAIN ORGANIZATIONAL KNOWLEDGE
- MAINTAIN THE COMPANY CULTURE
- VALUE AND PROTECT ENKA ASSETS
- ADDRESS RISKS AND OPPORTUNITIES THAT CAN AFFECT QMS
- PROMOTE COMPETENCY AND CAREER DEVELOPMENT