

# PRODUCT AND SERVICE QUALITY

ENKA HAS ESTABLISHED A RELIABLE QUALITY MANAGEMENT SYSTEM, THAT IS CERTIFIED, IMPLEMENTED AND CONTINUALLY IMPROVED IN ORDER TO ENSURE BUSINESS EFFICIENCY IN PROJECTS UNDERTAKEN, DEVELOP PROCESS PERFORMANCE, CONSTANTLY IMPROVE ORGANISATIONAL KNOWLEDGE AND CAPABILITIES AND TO SYSTEMATICALLY MEET CUSTOMER NEEDS AND EXPECTATIONS. ENKA’S QUALITY MANAGEMENT SYSTEM IS COMPLIANT WITH ISO 9001 STANDARD AND ACCORDINGLY CERTIFIED FOR THE FIRST TIME BY THE BRITISH STANDARDS INSTITUTE (BSI) SINCE 2001. BSI CARRIES OUT COMPLIANCE AUDITS AT REGULAR INTERVALS, ENSURING THAT PRODUCT AND SERVICE QUALITY IS MAINTAINED AT THE BEST INTERNATIONAL LEVEL.



In addition to the ISO 9001 certification, ENKA’s Quality Assurance Programme for the realisation of construction works, including engineering and design, procurement, quality control, contracting, fabrication and installation activities, complies with the ASME Boiler and Pressure Vessel Codes.

In all projects it undertakes, ENKA considers its customers’ and other stakeholders’ needs and expectations as well as project contract requirements as essential, establishes a dependable and observable quality management system and maintains its corporate quality standards.

In order to maintain and update its corporate processes and activities with a stronger, more integrated and systematic structure, ENKA regularly runs audit and inspection activities and continues its work on quality standardisation under its continual improvement activities.

The quality management system established at projects acts as an effective tool for ensuring that the products and services supplied by ENKA are compliant with the requirements of the prime contract, as well as focusing on identifying and preventing potential problems.

In order to establish, run, maintain and continually improve the quality management system, the following requirements of ENKA’s Culture of Quality must be met without fail:

- ▮ The assignment of necessary resources,
- ▮ Identification of authorities and responsibilities for roles within the company,
- ▮ Identifying internal and external issues that are related with the company’s objectives and strategic direction and that affect the company’s capability of attaining to the intended results of the quality management system,
- ▮ Identifying monitoring and measurement criteria and the monitoring, measuring and review of process performance,
- ▮ Integration of quality management system requirements with the company’s business processes,
- ▮ Encouragement of a process approach and risk-based thinking management,
- ▮ The quality management system attaining the intended results of the quality management system,
- ▮ The adoption of the principles of customer satisfaction and customer-focused work by all employees,
- ▮ Encouragement and support for continual improvement.





**The National Aerospace and Defense Contractors Accreditation Program (NADCAP) is a certification that demonstrates the conformity of the specific processes managed by companies as part of their manufacturing activities to aviation industry standards. Çimtaş Precision Machining has completed the NADCAP certification process for five special processes (NDT, Shotpeen, Heat Treatment, Welding, and Coating). As a result, Çimtaş Precision Machining has become the first company in Bursa and the 27<sup>th</sup> in Turkey that is certified by NADCAP.**

# HEALTH AND SAFETY IMPACTS OF PRODUCTS AND SERVICES

AS A REQUIREMENT OF THE ENKA QUALITY MANAGEMENT SYSTEM, THE HEALTH AND SAFETY IMPACTS OF PRODUCTS AND SERVICES ARE CONTINUOUSLY ASSESSED.

ENKA İnşaat has carried out some exemplary work in this regard. Some of the most important products of ENKA are the infrastructure, building and industrial projects for which it has carried out the entire engineering, procurement and construction works. The health and safety impacts of these projects are assessed beginning from the design phase and then consecutively through the construction, pre-commissioning (testing) and commissioning phases.

Analyses carried out by industry-leading firms are used for the design phase. Assessments during the construction and commissioning phases are carried out using internationally recognised risk assessment methods, risks are identified according to activities to take place in the project and measures against risks are identified and integrated into the construction methods.

For detailed information, please visit: ► [www.enka.com/corporate-groups/quality-integrity/](http://www.enka.com/corporate-groups/quality-integrity/)

For ENKA's Quality Policy, please visit: ► [www.enka.com/allfiles/media/posters/QUALITY\\_POLICY\\_ENG.pdf](http://www.enka.com/allfiles/media/posters/QUALITY_POLICY_ENG.pdf)

## QUALITY MANAGEMENT AT ÇİMTAŞ

Çimtaş Management Systems consist of the systems established to manage and sustain company's design and engineering, occupational health and safety, environment, energy and information security management systems. In the context of its management systems, Çimtaş places great importance on preventing errors, on identifying any errors on site monitoring and preventing them from being passed on to the subsequent operation and on ensuring that quality requirements are met and customer satisfaction is achieved in all its operations from the production process right through to the delivery of the product.

Çimtaş's aim of becoming the leading company in its sector has led to the formation of Çimtaş Management Systems and resulted in obtaining a total of 26 national and international certificates.

Çimtaş's management system certificates may be found at: ► [www.cimtas.com/en/about-us/certification-2-2/](http://www.cimtas.com/en/about-us/certification-2-2/)

For more information on Çimtaş Quality Policy, please visit: ► [www.cimtas.com/en/departments/quality/quality-and-customer-satisfaction-policy/](http://www.cimtas.com/en/departments/quality/quality-and-customer-satisfaction-policy/)

## INTEGRATED BUSINESS MANAGEMENT TOOLS

In order to run its activities more efficiently and effectively and to guarantee the quality of the goods and services it provides, ENKA uses software tools that were designed and developed in-house, including the integrated project management and execution tools that uses cloud computing and is referred to as "E-Cloud". The software tools can be used for projects of any scope, budget or schedule.

