

QUALITY POLICY

As the Assistant General Manager's Office for Operational Transactions and Digital Transformation, the primary elements of our quality policy are as follows,

- To provide our employees and all our stakeholders with a service and working environment in accordance with national and/or international legislation and management standards,
- To continuously research and develop new opportunities in order to increase customer satisfaction and meet expectations at the highest level,
- To keep the quality management standards practices at the highest level,
- To provide our internal and external customers with quality service focused on unconditional customer satisfaction,
- To increase employee satisfaction, to prepare the training and development environment where they can continuously improve their personal and professional knowledge and skills,
- To contribute to the profitability and efficiency of the Bank by constantly improving business processes with innovative approaches,
- To make efficiency measurements and evaluations of business processes and to carry them out in accordance with quality rules,
- To take measures to ensure business continuity, and to effectively manage operational risks.