

SARBAK METAL ACCREDITED QUALITY CONTROL LABORATORY QUALITY POLICY;

The SARBAK Quality Policy has been published by the senior management and has been understood and adopted by all personnel. It has determined the quality policy to ensure the quality of the test results SARBAK is committed to fulfill all the requirements of the quality policy.

- In our experimental activities we carry out with our work standards traceable to international or national standards;
- To provide quality and reliable service to our customers by using national / international standards and methods or test methods specified in special conditions within the framework of the current legislation and TS EN ISO / IEC 17025 standard,
- To provide timely, error-free and professional service based on customer satisfaction,
- To be responsible for the protection of confidential information and proprietary rights of the customers by adhering to the principles of independence, impartiality and confidentiality in the services provided by all Laboratory personnel, and to declare about ensuring confidentiality,
- To increase customer satisfaction, to take the measures defined in the quality system when the test services do not comply with the conditions agreed with the customer,
- Determining the training needs of all personnel and providing training. Ensuring that they learn and apply the quality policy and documents with trainings,
- To set annual targets in accordance with the quality system and to carry out our activities in accordance with the targets and to continuously improve the efficiency and service quality of service quality management,

SARBAK management is responsible for ensuring that all employees work in accordance with the principles specified in the Quality Manual in line with the Quality Policy, and conveying the necessary information to customers and suppliers while maintaining their impartiality and ensuring that they work in accordance with these principles, and evaluates the work done to improve the established quality management system and to continuously improve its effectiveness in the Management Review meetings.