

# Our Customer Satisfaction Policy



Request, Feedback  
and Complaint



Resolution



Satisfaction

**Key Yazılım has integrated the TS ISO 10002 Customer Satisfaction Management System into its TS EN ISO 9001 Quality Management System, in addition to the bug, feature and support services it provides to its customers, to enable customers and other relevant parties to convey their requests, opinions and complaints.**

Adopting a customer-oriented approach in all business processes, Key Yazılım;

- Provides communication channels where customers can easily convey their requests, opinions and complaints, and listens carefully to its customers,
- Evaluates all requests, demands and complaints from customers carefully and diligently,
- Produces solutions for reported issues by implementing corrective actions when necessary to ensure continuity of customer satisfaction,
- Carries out necessary work to prevent recurrence of reported dissatisfaction,
- Continuously develops and improves business processes in line with customer demands and expectations,
- Aims to establish long-term relationships with its customers.
- Takes into account the environmental impacts of its operations and the potential effects of climate change on business continuity and customer satisfaction.

Nevzat BİLEN  
General Manager

